



Santa Energy Corporation

EMPLOYEE HANDBOOK

Last Updated: February 2024

Welcome to Santa Energy Corporation

We dedicate the Santa Energy Corporation Employee Handbook to our valued employees, who are the heartbeat of the Company. At Santa Energy Corporation, we take great pride in our team's commitment to delivering top-notch products and services that leave our customers satisfied.

We believe that by understanding and embracing our Company policies and procedures, we foster a positive and productive work environment. This environment ensures that everyone knows what is expected of them and can count on fair treatment, dignity, and respect in return. Our policies and practices are designed to promote teamwork and encourage an open exchange of ideas.

We ask you to review the policies outlined in this handbook. It serves as a comprehensive guide to address most questions related to your employment with us, offering valuable insights into various Company policies. While we've aimed to cover as much ground as possible, there may be aspects not fully addressed. Please don't hesitate to reach out to your supervisor or the Human Resources (HR) department if you have any inquiries.

SANTA ENERGY CORPORATION

CORPORATE HISTORY

Santa Fuel Incorporated began in 1940 in Stratford, Connecticut as a Socony (Mobil) kerosene distributorship. In the early years of operation, the employees of the Company consisted of Stephen Santa, his wife Madelyn, and their four sons, George, Donald, Norman and John. From a few hundred customers and a single delivery truck, the Company has grown today to a vehicle fleet numbering in the hundreds and a customer exceeding ten thousand. Originally a delivery service to residences exclusively, today Santa Energy Corporation and its affiliates, collectively known as Santa Energy Corporation, has expanded to offer a broad range of products and services to a variety of customers.

Key growth in Santa Energy Corporation occurred in 1973 through the Company's wholesale affiliate, Inland Fuel Terminals, Inc., with the purchase of a marine petroleum terminal in Bridgeport, CT. This acquisition made the Company a force in the region's wholesale distribution market. A second milestone in 1983 expanded the Company into the industrial energy market with the acquisition of Buckley Energy Group. In 1994, Inland Fuel Terminals, Inc. expanded into the eastern New England wholesale market with the purchase of a major cargo terminal in Tiverton, RI. In 2015 the company built a propane terminal in Plymouth, CT, and in 2021 added commercial and residential solar offerings to its portfolio of energy solutions.

Today Santa Energy Corporation supplies heating oil, kerosene, propane, diesel fuel, gasoline, and heating equipment, and related services to residences, apartment buildings, commercial, institutional, industrial and government entities. The Company, based in Bridgeport, CT since 1959, employs nearly 200 people in peak season and has customers throughout New England and the Mid-Atlantic.

The policies described in this Santa Energy Corporation Employee Handbook are applicable to all employees with certain exceptions applicable to employees covered under a collective bargaining agreement.

A review of these policies will be conducted on a regular basis and a complete document containing these changes, additions or deletions to policies will be posted on Santa Central. These policies are not intended as, and do not constitute a contract between Santa Energy Corporation, its affiliate companies and any of its employees.

Santa Energy Corporation reserves the right to modify, revoke, suspend or terminate any or all such policies and procedures, in whole or in part, at any time.

Nothing in this employee handbook creates or is intended to create an employment agreement, express or implied. Nothing contained in this or any other document provided to the employee is intended to be, nor should it be, construed as a contract that employment or any benefit will be continued for any period of time. In addition, no Company representative is authorized to modify this policy for any employee or to enter into any agreement, oral or written, that changes the at-will relationship.

Any salary figures provided to an employee in annual or monthly terms are stated for the sake of convenience or to facilitate comparisons and are not intended to and do not create an employment contract for any specific period of time.

Nothing in this statement is intended to interfere with, restrain, or prevent concerted activity as protected by the National Labor Relations Act (NLRA). Such activity includes employee communications regarding wages, hours, or other terms or conditions of employment. Santa Energy Corporation employees have the right to engage in or refrain from such activities.

OUR CORE VALUES



Customer Focused

We listen to our customers and find a way to say Yes! Understanding and exceeding customer needs is our number one priority. We look for and deliver proactive solutions that exceed customer expectations.



Teamwork

We work as a team for the good of the company as a whole. We support and help each other. We have fun!



Deliver Excellence

We keep promises to our customers, the company, each other, and ourselves. We strive to exceed expectations and execute to the highest standard. We approach our work professionally.



Do the Right Thing

We are honest and have integrity. We support the communities where we live and serve. We are committed to safety and protecting the environment.

Santa
ENERGY



1 OUR PURPOSE

Taking care of customers.

OUR 10 YEAR VISION

Triple the size of our business (gross margin and volume) while providing customers innovative energy solutions.



2 OUR NICHE

Providing energy expertise.

OUR 3 YEAR TARGET

Achieve a 6% annual increase in gross margin compounding to a 19% improvement by the end of FY2026.



3 OUR TARGET MARKET

End users and resellers of energy in New England and the Mid-Atlantic.

VISION DRIVERS

- Stable Residential customer base growing organically and through acquisition.
- Expanded Wholesale footprint with positions in new terminals and markets.
- Commercial growth from increased market penetration and propane expansion through turnkey conversions reducing our customers' carbon foot print.
- Continued growth in Residential and Commercial Solar.
- Stable back office provides a cost effective platform to support future growth.



4 THE SANTA ADVANTAGE

- Our people and our core values
- Our commitment to our customers
- Our integrated supply chain
- Our diversified business

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ABSENTEEISM

Employees are required to maintain a good attendance record and to be punctual at work as the Company depends greatly on full participation from each team member. When illness or injury prevents an employee from being present, it is further required that he/she contact their supervisor as early as possible to advise of the absence.

Attendance is considered a key point of job performance and can enhance or impair the supervisor's overall perception. Excessive absenteeism and/or perceived abuse of the sick leave policy will not be tolerated.

Should an illness or injury extend beyond three (3) consecutive working days, a physician's authorization to return to work is required. Santa Energy also reserves the right to require a letter from your physician with regard to any illness or injury which results in lost work time.

If an employee is absent without calling their supervisor or Human Resources for three consecutive working days or fails to return to work upon completion of an approved leave, the employee will be assumed to have resigned and will be terminated accordingly.

Additional information concerning Absenteeism may be found in the Leaves of Absence and Sick Time sections of the Employee Handbook.

AMERICANS WITH DISABILITIES ACT (ADA) AND AMERICANS WITH DISABILITIES AMENDMENTS ACT (ADAAA)

It is the policy of Santa Energy Corporation to comply with all federal and state laws concerning the employment of persons with disabilities and to act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). Furthermore, it is the Company's policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment.

Santa Energy Corporation will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation or if the accommodation creates an undue hardship to Santa Energy Corporation. Contact Human Resources with any questions or requests for accommodation.

ANONYMOUS ETHICS HOTLINE

Santa Energy Corporation provides a reporting hotline for employees to anonymously report any ethical violations, unsafe working conditions, quality of service, discrimination, alcohol and substance abuse, fraud, conflict of interest, theft and embezzlement, violation of the law, falsification of contracts, reports or records, wrongful discharge, internal controls, vandalism and sabotage, improper conduct, conduct violations, threats, bribery and kickbacks, misuse of company property, and violation of company policy.

All calls are confidential and the identity of the caller will remain anonymous. You can call 844-990-0002 or go to: www.lighthouse-services.com/santaenergy to report an incident.

AWARD PROGRAM

In appreciation of the valued service performed by employees whose skills, knowledge and judgment have developed with experience, the Service Award Program rewards employees for continuous and dedicated service.

All employees are eligible for the Service Award after attaining five (5) years of continuous service and thereafter in five (5) year increments. The impact of breaks-in-service in regard to calculating Service Awards may be discussed with Human Resources. Service Awards will be rewarded via Motivosity, our employee recognition and rewards on-line platform.

BENEFITS ELIGIBILITY

The company offers many options for health and wellness benefits as well as company-sponsored retirement options. Employees are eligible to enroll on the first day of the month following their date of employment. Benefits including health insurance, life insurance, other ancillary benefits along with traditional 401(k) and Roth 401(k) are also available.

BEREAVEMENT

In the event of death in the immediate family, employees will be allowed the benefit of up to three (3) days with pay. Immediate family members include parents and parents-in-law, grandparents, spouse, children/stepchildren, grandchildren and siblings. Employees must coordinate their absence with their supervisor.

Employees may take time off using available personal time off (PTO) or without pay to attend services for other relatives and friends.

CELL PHONE AND ELECTRONIC DEVICES

Santa Energy Corporation provides cell phones for certain employees who need the phones to be effective in their roles. Employees should confine personal cell phone calls, browsing social media and texting, to particular hours of the day, such as during lunch or other break periods. Santa Energy Corporation will not be liable for the loss of personal cell phones brought into the workplace.

Employees who are charged with traffic violations resulting from the use of cell phones or other electronic devices while driving will be solely responsible for all liabilities that result from such actions.

Employees in possession of company-owned cell phones are expected to protect the equipment from loss, damage or theft and may be held responsible for replacing the cell phone if there is negligence in caring for the cellphone.

Upon resignation or termination of employment, the employee must present to their supervisor all devices that were assigned to them as well as any passcodes to these devices.

Employees who violate this policy are subject to disciplinary action up to and including termination from employment.

CODE OF BUSINESS CONDUCT AND ETHICS

The purpose of the Company's Code of Business Conduct and Ethics is to promote honest and ethical conduct and to ensure to the greatest possible extent that the Company's business is conducted in a consistently legal and ethical manner. Employees may submit concerns or complaints regarding ethical issues on a confidential basis by means of a telephone call to our confidential reporting service Lighthouse Services. Information on how to make an anonymous report is in this document as well as on Santa Central.

Santa Energy (the "Company") continued growth, profitability and prosperity is linked to our employees' ability to make decisions that are consistent with Santa's core values and ethical principles. Our core values:

Customer Focused:

We listen to our customers and find a way to say YES! Understanding and exceeding customer needs is our number one priority. We look for and deliver proactive solutions that exceed customer expectations.

Teamwork:

We work as a team for the good of the company as a whole. We support and help each other. We have fun!

Deliver Excellence:

We keep promises to our customers, the company, each other, and ourselves. We strive to exceed expectations and execute to the highest standard. We approach our work professionally.

Do the Right Thing:

We are honest and have integrity. We support the communities where we live and serve. We are committed to safety and protecting the environment.

We must act ethically and with integrity at all times in doing our jobs.

At work and in connection with all work-related transactions and matters, we must comply with all laws, regulations, and company policies, conduct ourselves professionally and ethically, and treat others with dignity and respect.

We are committed to providing a workplace free of harassment, intimidation, bullying, bias, and unlawful discrimination in which all employees are treated with honesty, fairness and respect. Abusive, harassing or offensive conduct will not be tolerated.

All communications and interactions with customers, co-workers, suppliers, vendors or members of the public should be courteous, respectful, professional, honest and fair.

Business decisions and actions must be based on the best interests of the Company and must not be motivated by personal considerations, personal relationships, or conflicts of interest. You must not use personal influence to direct business to a company in which you, any family member, or any close personal friend has an interest.

Accepting or giving gifts or other gratuities, especially if the value of the item is significant, creates a conflict of interest or the appearance of such a conflict and must be avoided. Cash gifts are prohibited and should not be offered or accepted under any circumstance. Reasonable business entertainment and gifts valued under \$100 are acceptable. Gifts greater than this amount offered to the employee, or other family members, may create the appearance of a conflict of interest and must be reported to the employee to the Director of Human Resources and the CEO. You must not bribe anyone or accept a bribe or kickback from anyone, any time, for any reason.

All of us should avoid conflicts of interest and circumstances that reasonably present the appearance of a conflict. If you believe you may have a conflict of interest, you must bring it to the attention of your supervisor or to Human Resources or our anonymous tip line, Lighthouse Services.

Business communications in writing or via email, text messaging, voice mail, social media and other electronic means should be conducted with a high level of care, professionalism, and good judgment, communications should be factually accurate. Profanity, defamatory statements, threats, and harassing or discriminatory remarks based on a legally protected characteristic are prohibited. All information stored on company servers and devices is the property of the company and employees should not assume it is private.

Constructive or intentional fraud related to financial reporting or overstating assets included in the company's borrowing base will result in disciplinary action up to and including termination.

Disclosures

Employees are required to disclose certain personal relationships that could create a conflict of interest.

Romantic relationships between co-workers can put the company at risk. Relationships between supervisors and their staff are prohibited. Relationships between peers must be reported to Human Resources; confidentiality will be maintained.

Personal relationships with vendors must be reported to the CFO to determine if there is a risk of conflict of interest. We acknowledge that many of our vendors come through personal recommendations, but, we must ensure that all personal connections are known and approved.

While outside employment is not encouraged, we recognize that employees may desire to hold an additional job, which is fine provided there is no conflict of interest. Should you desire to hold an additional job, you are required to disclose that additional position to your manager. At no time should your second job interfere with your work at Santa Energy.

Seeking Advice or Reporting Violations or Suspected Violations

If you think that an actual or possible violation of this policy has occurred, it is important to report your concerns immediately to your supervisor, Human Resources, or our anonymous tip line Lighthouse Services. Supervisors are to communicate concerns and suspected violations of this policy to Human Resources or the CEO.

If you have any questions as to what you need to disclose personally, please speak to your supervisor or the Director of Human Resources to determine if you need to personally disclose a relationship, gift, or potential issue.

No Retaliation

The Company will not tolerate retaliation by anyone, regardless of level or position, against an employee who in good faith seeks advice, raises a question, or reports a known or suspected violation of this ethics and code of conduct policy.

Discipline

Employees who violate this policy are subject to discipline up to and including discharge.

COMMUNICATIONS

Santa Energy Corporation attempts at all times to keep employees informed of issues and activities which may be of interest or concern, including business activities,

changes in benefits, news of fellow employees, etc. Company-wide emails will be used to communicate important updates. The Company will also post information on its intranet site, Santa Central.

Open Door Policy – Employee suggestions and concerns are welcomed at all levels of the Company. It is always advantageous to first bring the idea or issue to the attention of one’s supervisor. Supervisors should always keep an updated list of their team’s contact information for effective communication. Additional information is also available in this handbook under Problem Solving Procedures.

COMPANY PROPERTY

The general appearance of our workplace is a direct reflection of the pride we take in our surroundings and in our jobs. Good housekeeping ensures pleasant working conditions, helps reduce accidents, improves health conditions and adds to the efficiency of our operations. Cooperation in maintaining clean and orderly facilities and vehicles is expected.

In addition, Santa Energy Corporation-owned tools, equipment, parts and supplies, etc. are to be used only in work on behalf of the company.

CONFIDENTIALITY

Employees are expected to protect the Company’s interests by keeping confidential any information of a proprietary nature including, but not limited to, systems, pricing, products, finances, customers and potential acquisitions, etc. An employee who improperly uses or discloses confidential business information will be subject to disciplinary action up to and including termination of employment and legal action, even if the employee does not actually benefit from the disclosed information.

In turn, Santa Energy Corporation personnel recognizes their obligation to maintain the confidentiality of employee information such as earnings, legal matters, job performance, personally identifying information, etc.

CONFLICT OF INTEREST

Santa Energy Corporation relies on the integrity and good judgment of all employees in observing ethical, professional and legal codes and good business practice in the conduct of Company affairs. In keeping with ethical business practice, it is critical that employees refrain from activities which conflict or appear to conflict with the best interest of the Company. Always be sure to consult the code of business conduct and ethics policy stated earlier in this handbook or reach out to your supervisor or HR if you have any questions.

As an employee of Santa Energy Corporation it is a primary responsibility to serve customers promptly and courteously. In the eyes of the customer, you are Santa Energy Corporation. No matter how brief a contact you may have with a customer, your

response will create an impression of Santa Energy Corporation. It is critical that this impression is positive.

DISCIPLINARY PROCEDURES

The Company expects employees to comply with the Company's standards of behavior and performance and to correct any noncompliance with these standards.

Under normal circumstances, the Company endorses a policy of progressive discipline in which it attempts to provide employees with notice of deficiencies and an opportunity to improve. However, the Company retains the right to administer discipline in any manner it sees fit. This policy does not modify the status of employees as employees at-will or in any way restrict the Company's right to bypass the disciplinary procedures suggested.

Disciplinary procedures is a progressive process employed by management in handling repeated minor or moderate incidents of employee misconduct or breach of Company policies. For these incidents, the full process should be used. The full step-by-step pattern, however, is not necessary for each infraction. Depending on the gravity of the situation, management is to select the appropriate initial step which could be immediate termination, a written warning or a suspension. In addition, offenses do not have to be of the same nature to constitute a violation serious enough to move on to the next step of the disciplinary action sequence.

The types of disciplinary action are:

1. **VERBAL WARNING** - The supervisor will gather relevant information and remain as impartial as possible while becoming as fully informed as is practical, and will discuss the facts of the case and the corrective action required, privately with the employee. A record of this oral warning shall be placed in the employee's personnel file.

The supervisor will ensure the employee is aware that in the event of future infractions the employee will face a more severe form of disciplinary action.

2. **WRITTEN WARNING** - The supervisor will gather relevant information and remain as impartial as possible while becoming fully informed as is practical. A written warning must be submitted to the Human Resources Department prior to presenting it to the employee.

The employee will be asked to acknowledge the written warning by signing the document which will be placed in the employee's personnel file.

3. **SUSPENSION WITHOUT PAY** - A second written warning, or an instance of serious misconduct, will require discussion between the employee and their immediate supervisor and may result in a suspension of employment without pay. Depending on the circumstances of the case, a suspension without pay is an alternative to

immediate termination. The duration of the suspension will depend upon the seriousness of the offense and upon prior instances of misconduct by the employee.

A written record of this process will be produced, and a copy will be provided to the employee and placed in the employee's personnel file.

4. **TERMINATION** - Termination as a disciplinary measure should be considered as the most serious step possible and, as such, great care must be taken to follow the above disciplinary policy and procedure without taking premature, vindictive or ill-informed action.

An employee may be terminated from his employment for repeating an offense when the prior steps in the disciplinary procedure above have been exhausted. Further misconduct of an inexcusable and serious nature may result in immediate disciplinary action, up to and including termination. Before any disciplinary action, other than a verbal warning and/or a final decision on a proposed termination of an employee is taken, a review of the situation must be held between the employee's supervisor and/or the department head and the Director of Human Resources. The supervisor must gather all pertinent facts relating to the matter prior to the review.

The following is a partial list of occurrences which may result in immediate termination:

- Willful misconduct
- Theft or destruction of Company property
- Dishonesty or fraud
- Fraudulent financial reporting
- Misrepresentation of qualifications
- Serious breach of major Company policies
- Conflict of interest/breach of trust
- Serious or repeated neglect of duties
- Insubordination/willful disobedience
- Fighting on Company property
- Possessing dangerous weapons, firearms or explosives on Company property
- Harassment, threats, violent behavior or acts of intimidation of employees or customers

The following actions, included but not necessarily limited to, will result in immediate termination and are not subject to the progressive disciplinary process:

- (1) The unlawful or unauthorized manufacture, distribution, sale, dispensation, possession or use of a controlled substance or alcohol on Company property, in Company vehicles or while on duty.
- (2) Working, reporting to work, being present on Company property, in Company vehicles, on Company time, or engaging in Company activities while under the influence of a controlled substance, alcohol or any substance which could compromise job performance or safety.

- (3) Testing positive for drugs and/or alcohol.
- (4) Refusing to submit to a required drug and/or alcohol test.
- (5) Violating the Company's Drug-free and Alcohol-free Workplace policy
- (6) Violence or threatened violence.
- (7) Threats or threatening behavior.

DIVERSITY, EQUITY AND INCLUSION

Santa Energy Corporation is committed to fostering, cultivating and preserving a culture of diversity, equity and inclusion.

Our employees are the most valuable asset we have. The collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities and talent that our employees invest in their work represent a significant part of not only our culture, but our reputation and the Company's achievement as well.

We embrace and encourage our employees' differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status, and other characteristics that make our employees unique.

Santa Energy Corporation's diversity initiatives are applicable, but not limited, to our practices and policies on recruitment and selection, compensation and benefits, professional development and training, promotions, transfers, social and recreational programs, layoffs, terminations and the ongoing development of a work environment built on the premise of gender and diversity equity that encourages and enforces:

- Respectful communication and cooperation between all employees.
- Teamwork and employee participation, permitting the representation of all groups and employee perspectives.
- Employer and employee contributions to the communities we serve to promote a greater understanding and respect for the diversity.

All employees of Santa Energy Corporation have a responsibility to treat others with dignity and respect at all times. All employees are expected to exhibit conduct that

reflects inclusion during work, at work functions on or off the work site, and at all other company-sponsored and participative events.

Any employee found to have exhibited any inappropriate conduct or behavior against others may be subject to disciplinary action and possible termination.

Employees who believe they have been subjected to any kind of discrimination that conflicts with the Company's diversity policy and initiatives should seek assistance from their supervisor or a Human Resources representative refer to Addendum B.

DRESS CODE

Santa Energy Corporation provides a business casual yet professional work environment for its employees. Even though the dress code is business casual, it is important to project a tidy, professional image to our customers, visitors, and coworkers. All employees are expected to dress in a manner consistent with good hygiene, safety, good taste, and the nature of your work for the day. Some examples are shared below.

Appropriate:

Casual shirts: All shirts with collars, business casual crew-neck or V-neck shirts, blouses, and golf / polo shirts.

Pants: Casual pants, capri pants and jeans without holes, frays, etc.

Footwear: Casual slip-on or tie shoes, dress sandals, and clean athletic shoes

Inappropriate:

Vulgar or polarizing (political, ideological, etc.) graphic t-shirts, shirts with inappropriate slogans, tank tops, muscle shirts, crop tops or off-the shoulder tops.

Shorts, sweatpants, ripped jeans, and pants worn below the waist or hip line.

Uniforms are provided for certain employees in several positions in the Company. It is expected that a complete uniform, including hard-sole work shoes, will be worn during working hours, but should not be worn during non-working hours. Employees are expected to maintain the uniform in presentable condition, including laundering and making minor repairs.

Uniform employees who appear for work without a complete or maintained uniform will be sent home, unpaid and at the employee's expense, to return in proper attire.

DRUG-FREE AND ALCOHOL-FREE WORKPLACE

It is the policy of Santa Energy Corporation to maintain a drug- and alcohol-free work environment that is safe and productive for employees and others having business with the Company. Santa Energy Corporation has a strong commitment to promoting high standards of job performance and job safety for all its employees.

All employees are prohibited from using, being impaired by, under the influence or, being in possession of, manufacturing, dispensing or distributing any controlled substance when subject to duty, when reporting for duty, while on duty or on Company property.

The unlawful use, possession, purchase, sale, or distribution of or being under the influence of any illegal drug or controlled substance (including marijuana and alcohol) while on Company or client premises or while performing services for the Company is strictly prohibited. Santa Energy Corporation also prohibits reporting to work or performing services under the influence of alcohol or consuming alcohol while on duty or during work hours. In addition, Santa Energy Corporation prohibits off-premises abuse of marijuana, alcohol and controlled substances, as well as the possession, use, or sale of illegal drugs, when these activities adversely affect job performance, job safety, or the Company's reputation in the community.

To ensure compliance with this policy, substance abuse screening may be conducted in the following situations:

Pre-employment: as required by the Company for all prospective employees who receive a conditional offer of employment.

For cause: upon reasonable suspicion that the employee is under the influence of alcohol or drugs that could affect or have adversely affected the employee's job performance.

Random: as authorized or required by federal or state law.

Compliance with this policy is a condition of employment. Employees who test positive or who refuse to submit to substance abuse screening will be subject to termination. Notwithstanding any provision herein, this policy will be enforced at all times in accordance with applicable state and local law.

Any employee violating this policy is subject to discipline, up to and including termination.

EDUCATIONAL ASSISTANCE

Santa Energy Corporation believes that training and education are vital to the Company's continued growth. Thus, the Company supports the acquisition of skills and knowledge necessary to perform current position duties more effectively and to prepare for positions of greater responsibility.

An employee must first work with their manager to create a comprehensive development plan, defining the specific training or education needed to prepare for current challenges and future opportunities. The development plan must be approved in advance by the Department Head and Human Resources. Upon successful completion of a course with a grade of B or better, and proof of payment from the educational institution, the Company reimburses up to 100% of expenses for tuition and class materials, based on the discretion of the department head and Human Resources, not to exceed in any single calendar year the maximum amount that the IRS permits as tax free reimbursement to an individual.

In cases where the Company requires an employee to attend a course, the entire course cost and travel expenses will be paid by Santa Energy Corporation.

In the event of voluntary resignation of employment, participating employees agree to reimburse the Company for any educational assistance payments received in the preceding twelve months. See Addendum D

EMPLOYEE ASSISTANCE PROGRAM (EAP)

The Employee Assistance Program (EAP) is a resource designed to provide highly confidential and experienced help for employees in dealing with issues that affect their lives and the quality of their job performance. Santa Energy Corporation wants employees to be able to maintain a healthy balance of work and family that allows them to enjoy life. The EAP is a confidential counseling and referral service that can help employees successfully deal with life's challenges.

The Company encourages employees to use this valuable service whenever they have such a need. Employees who choose to use these counseling services are assured the information disclosed in their sessions is confidential and not available to the Company, and the Company is not given any information on who chooses to use the services. For questions or additional information about this program, employees may contact the Human Resources department or go to the Human Resources section on Santa Central for more detailed information on the [EAP](#).

EMPLOYEE PURCHASE PLAN

Employees are encouraged to purchase heating oil, propane and gas/diesel from Santa Energy Corporation (Santa). Santa offers employees a discount from the posted price

for residential customers. Employees must live within our service area to receive this benefit.

Employees are required to sign this **Employee Account Agreement** at the time of opening an account.

Employees must maintain good credit standing. Employees must have an automatic payment type on file with the credit department and authorize on-time payments to their accounts. These types include checking account deductions and/or credit card authorization.

If employees become delinquent, their accounts will be suspended until their outstanding balance is satisfied.

All employee accounts must be paid in full at the time of separation from Santa (voluntary or involuntary). payroll deductions from remaining paychecks, as per the employee account agreement (Addendum E).

For additional information, contact the Sales Department.

EMPLOYEE REFERRAL PROGRAM

Santa Energy Corporation is always looking for exceptional people, and you can help. We know that new hires who come into a company through employee referrals are excellent contributors, stay with the company longer and are more cost-effective recruits.

If an employee knows someone who would be a great addition to Santa Energy Corporation, you may be awarded a referral bonus if you refer a candidate and he or she is hired.

Referral bonuses are paid as follows:

- 50% at ninety (90) days of the referral's continued employment and 50% at six (6) months of the referral's continued employment.
 - Licensed technicians: \$750 paid in two installments
 - Drivers: \$500 paid in two installments
 - Apprentices: \$250 paid in two installments
 - Office staff, administrative and individual contributor roles: \$250 paid in two installments

Employees must refer candidates to Human Resources and the hiring manager, and should submit the candidate referral form, Addendum A.

Program Rules:

- All Santa Energy employees, except those at director-level and above, Human Resources personnel, and managers with hiring authority over the referred candidates, are eligible for the referral bonus.
- Immediate family members, and members of the same household are not eligible candidates for referral. Immediate family members are considered to be parent, husband, wife, children, live-in partners or sibling, etc.
- The referral date cannot be earlier than the date the job opening is posted. The hiring of a referred employee must occur within 180 days (six months) of the initial referral date.
- The referral must represent the candidate's first contact with Santa Energy. Temporary and former employees of Santa Energy are not eligible candidates for referral awards.
- To be eligible for an award, an employee must submit a referral to Human Resources with a candidate referral form and a resume or employment application.
- The referring employee must agree to have his or her name used when the Company contacts the candidate.
- The first employee to refer a candidate will be the only referring employee eligible for payment.
- Only candidates who meet the essential qualifications for the position will be considered.
- All candidates will be evaluated for employment consistent with Company policies and procedures.
- All information regarding the hiring decision will remain strictly confidential.
- The referring employee must be employed by Santa Energy during the hired candidate's first ninety (90) days of employment to receive the first payment of the referral bonus and also be employed at the six-month (6) mark to receive the second part of the payment.
- Any disputes or interpretations of this employee referral program will be handled through Human Resources.

All referral bonus payments will be paid via payroll the week following the ninety (90) day and six-month (6) mark respectively.

EMPLOYMENT AT-WILL

Employment at Santa Energy Corporation is at-will. This means that either the employee or the Company may terminate the employment relationship at any time with or without notice or cause.

EMPLOYEE CLASSIFICATION

All employees are designated as either nonexempt or exempt under state and federal wage and hour laws:

- Nonexempt employees are employees whose work is covered by the Fair Labor Standards Act (FLSA). They are *not* exempt from the law's requirements concerning minimum wage and overtime.
- Exempt employees are employees who are exempt from the minimum wage and overtime provisions of the FLSA.

Santa Energy Corporation has established the following categories for both nonexempt and exempt employees: full-time, part-time, union, seasonal, intern and temporary.

EXPENSE POLICY

Any expenses incurred on behalf of the Company will be reimbursed to employees provided that the expense policy has been followed. Some employees may be provided a purchasing credit card for company expenses. All purchases on behalf of the company should comply with the following:

- Expenses should be incurred only where there is a clear business case justifying the spend. For clarity, the fact that we've historically spent money in a specific area, or we have a budget, is not a business case. If in doubt, please acquire appropriate approvals before committing to the expenditure. The same applies to discretionary capex.
- Credit Card Receipts – the detailed receipt itemizing the purchase needs to be loaded into the credit card portal, in addition to the 'customer copy' of the credit card slip that you sign; loading only the credit card receipt is not sufficient. Failing to do this puts you at personal risk of the expenditure being deemed a taxable benefit by the IRS during audit.
- Description – a description of the purchase and purpose needs to be noted either on the receipt before it's scanned or in the credit card expense portal.
- Meals & Entertainment – all people in attendance and the business purpose needs to be noted. If multiple people from one team are in attendance, the person in most senior level position should be paying the bill. It is not permissible for a senior person on the team to push the expense down to a member of their team whose expenses they approve.
- Alcohol – is a permitted expense only when entertaining Wholesale or Commercial customers, suppliers, or other counterparties, or when recruiting for senior level roles. For employee only gatherings, expensing alcohol is not permitted.

GARNISHMENT OF WAGES

Santa Energy Corporation is required by law to execute the garnishment or attachment of an employee's wages upon presentation of a court order or state or federal lien. No employee signed authorization for payroll deduction is required to fulfill this obligation.

No action may be taken against an employee subject to a garnishment.

HARASSEMENT

Santa Energy Corporation harassment policy applies to all employees, applicants for employment, interns, whether paid or unpaid, contractors and persons conducting business with Santa Energy Corporation. Types of harassment include, but not limited to, physical, personal, discriminatory, psychological, cyberbullying, sexual, verbal and visual. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic will not be tolerated. Should an instance of any type of harassment occur, the employee is encouraged to report the incident to their immediate supervisor and/or Human Resources. No person covered by this policy shall be subject to adverse action because the employee reports an incident of harassment, provides information, or otherwise assists in any investigation of a harassment complaint. Please see addendum B for additional information.

HOLIDAYS

Paid Company holidays are extended to full-time employees and to regular part-time employees on a pro-rated basis. Eligibility for holiday pay begins first of the month following 30 days of employment and an employee must work the last scheduled work day prior to the holiday and the first scheduled work day after the holiday to receive holiday pay (does not apply to scheduled and approved benefit time). Employees on leave of absence are not eligible for holiday pay.

Company holidays include: New Year's Day, Labor Day, Good Friday, Thanksgiving Day, Memorial Day, Christmas Day, and Independence Day.

While working for the Company, seasonal employees will receive holiday pay for Thanksgiving, Christmas and New Year's Day. New seasonal employees will be eligible for holiday pay on the first of the month following 30 days of employment.

Should a non-exempt (hourly) employee be required to work on any one of the above holidays, earnings will be paid at one-and-one-half times the regular rate of pay plus holiday pay.

Union members are paid vacation days based on their union contracts.

HOURS OF WORK

Scheduled hours of work are generally assigned by the supervisor and are anticipated to increase in number during the winter season. In accordance with federal and state regulations, all hours worked in excess of 40 hours in a given work week will be compensated at one-and-one-half times the regular rate of pay (with the exception of those employees whose position is defined by the Department of Labor as exempt from overtime regulation). In addition, state regulation provides unpaid meal/break periods during the workday.

The Santa Energy Corporation work week begins on Monday 12:01 AM and ends on Sunday at 12:00 midnight.

JURY DUTY

Employees are required to notify their supervisor immediately upon receiving notification of jury duty and must provide a copy of the jury duty summons to Human Resources and their manager within one day of receiving the summons. To be compensated by the Company under this policy, upon completion of jury duty, the employee must submit a Certificate of Jury Service provided by the court indicating the dates(s) served to Human Resources.

Full-time employees will be paid for the first five days of jury duty.

LEADS FOR NEW FUEL ACCOUNTS

Santa Energy Corporation's best sales tool is employees who in their day-to-day activities can have a direct and positive impact on the Company's sales results. To encourage this assistance, the Company offers a financial incentive to reward non-sales, non-director-level and above employees who provide information, which directly results in the signing of a new fuel account. Referrals should be directed to the appropriate sales team.

LEAVES OF ABSENCE

Santa Energy Corporation understands that situations arise when absence from work is unavoidable. The circumstances under which a leave of absence becomes necessary will govern compensation during this period. In all cases, the Company may request documentation substantiating the need for a Leave of Absence.

Santa Energy Corporation complies with federal and state family and medical leave provisions. Please refer to Addendum C for more information.

For more information pertaining to these policies go to:

Family and Medical Leave Act: <https://www.dol.gov/agencies/whd/fmla>

Connecticut Paid Family and Medical Leave Act: <https://ctpaidleave.org>

WORKER'S COMPENSATION LEAVE – The Company carries insurance to cover expenses due to injury incurred while performing one's job. In order to receive benefits to which an employee is entitled, it is the employee's responsibility to immediately report any injury, no matter how minor, to the supervisor.

In the absence of a regular weekly paycheck, arrangements must be made during the leave to cover missed payroll deductions for group insurance, garnishments, loans and any other recurring deduction from pay. Contact Human Resources to make these arrangements.

MOONLIGHTING / OUTSIDE EMPLOYMENT

Santa Energy Corporation does not limit activities during non-working hours unless those activities interfere with or are in conflict with job performance, including overtime hours required of the position. See also "Conflict of Interest" section.

Further, no employee may use Santa Energy Corporation equipment for non-company activities. See also "Company Property."

MOTOR VEHICLE ASSIGNMENTS

COMPANY VEHICLES - When motor vehicles are supplied by the Company as a requisite to employment, or if an occasion occurs when an employee has use of a Company vehicle, it shall be clearly understood that the vehicles are not to be used for personal reasons. Should an accident occur during a time when the vehicle is not being used for business, the involved employee will be held personally responsible for any expense incurred, including third-party liability.

Individuals whose jobs require them to operate either a Company vehicle or their own, must maintain a valid license at all times to operate such vehicle.

The transportation of unauthorized passengers in any Company vehicle is strictly prohibited.

PERSONAL VEHICLES - The Company cannot be responsible for damage to employees' personal vehicles while being used for Company business. Depending on the role of the employee, a mileage or vehicle car allowance will be paid to employees using personal vehicles for Company business.

PARKING

Parking is on a first come/first served basis in designated areas. No parking is allowed in areas reserved for visitors, fire lanes or in front of the shipping and receiving docks.

Employees should keep cars locked at all times as the Company cannot assume responsibility for damage or loss to the vehicle or its contents.

PAY PERIOD

The weekly pay period begins on Monday and ends on Sunday. Pay date is the following Friday. The Company encourages all employees to participate in direct deposit and paperless. All payroll statements and W2 forms can be found on the Company's payroll management portal site.

Pay date and/or distribution may be altered on occasion to accommodate holidays. See also Timekeeping Procedure.

PAYROLL DEDUCTIONS

Federal law requires that deductions be made from your pay for federal income tax, social security and medicare taxes. The Form W-4 (Employee's Withholding Exemption Certificate) that each employee is required to complete governs the income tax deduction. Social security and medicare taxes are directed by tax regulation.

Additional deductions for state tax may also be required depending on your location.

Should an employee need to increase or decrease federal income tax or state income tax deductions, a new withholding form(s) must be completed and submitted to Human Resources.

In addition to legally required deductions, employees may authorize payroll deductions for medical, vision, dental and life insurance, Health Savings Account (HSA), Flexible Spending Accounts (FSA), 401(K) contributions, and United Way, etc. Some voluntary deductions are tax-exempt or tax-protected.

PERFORMANCE REVIEWS

Although employee performance is observed and evaluated on a daily basis, supervisors will assess overall performance annually and discuss the evaluation with the employee. The purpose of the review is to provide both supervisor and employee the opportunity to summarize performance during a specific period of time. All aspects of performance will be reviewed including accomplishments, skill development and abilities. Should a need for improvement exist in any of these areas, the supervisor may offer suggestions to accomplish the desired result.

PERSONAL DAYS

In addition to Company holidays and vacation days (each described elsewhere in this handbook), full-time employees receive five personal days each calendar year. Schedule of personal days must be approved by one's supervisor. Union members are granted personal days based on their union contracts. Personal days will be prorated for the employees first partial calendar year of employment.

PERSONAL PROPERTY

Santa Energy Corporation cannot assume responsibility for lost, stolen or damaged personal property.

PERSONAL TELEPHONE CALLS AND INTERNET & NETWORK USE

Personal calls, both incoming and outgoing, and personal internet usage are to be limited to minimum use during the work-day. Some personal use of company-owned devices may be necessary from time-to-time. This use should be limited in scope and employees should be aware that any use of Company-owned devices is tracked and traceable. All computer history and phone calls may be recorded. Employees must be diligent in adhering to all Internet security and safe computing protocols (think before you click). E-mail messages to "All Users" not directly related to business must have prior approval of management and should always be addressed using the BCC feature.

PERSONNEL RECORDS

Human Resources maintains a personnel file on each employee in a secured area. The file is kept confidential but is available for review by the employee during business hours. It is each employee's responsibility to keep the file current by notifying Human Resources with up-to-date address, marital status, emergency contact, etc.

PRE-EMPLOYMENT MEDICAL AND DRUG / ALCOHOL TESTING

Applicants considered for employment are required to successfully complete a urinalysis drug screen and a background check as a condition of employment.

PROBLEM SOLVING PROCEDURES

Employees are encouraged to bring questions and concerns about work-related issues to the attention of their supervisor. Their supervisor is most often in the best position to act upon the issue.

In the event the issue remains unresolved, the employee is encouraged to bring the matter to the attention of the department manager. Should the situation continue to cause concern or if the employee is not comfortable discussing the matter with their supervisor or department manager the matter should be brought to Human Resources or to an officer of the Company. See also Communications in this handbook.

PURCHASING AND PROCUREMENT

Purchasing and Receipts - to procure goods or services, the employee must get approval for the requisition from his/her manager. Orders for goods or services should be placed with approved vendors which are set up by the Accounts Payable department. Goods received must be inspected to make sure they match the items and quantity ordered. Only manager approved invoices will be processed for payment. Parts ordered by the Service department must follow the Purchase Order (PO) process of the Service department. An approved PO is required for ordering such parts.

Capital expenditures - are approved during the annual capital expenditure budget cycle. Employees must complete the "Capital Expenditure Overview" form before procuring this type of goods or services. The "Capital Expenditure Overview" form must be approved by the manager and the CFO prior to procuring the goods or services.

New Vendor Creation – vendors are set up and maintained by Accounts Payable. Prior to creating a new vendor in Great Plains, the requesting employee will forward to Accounts Payable a copy of the vendor's W-9, together with approval from their respective Department Head and the Controller. In the case of the CEO requesting to add a vendor, approval should be obtained from the CFO.

Sole Sourcing – unless specifically approved by the CEO and CFO, the employee procuring goods and services must obtain multiple quotes from a minimum of two suppliers prior to committing to a purchase. Good or services in excess of \$100K should have quotes from three vendors. Any exceptions must be explicitly approved by the CEO and CFO.

Fixed Asset Disposals (e.g. Vehicle/Equipment/Tank disposal) – all disposals of fixed assets must be pre-approved by the CFO, or their designee, prior to the disposal occurring. This applies to all disposals of fixed assets, including when assets are being disposed of as scrap for zero value. Disposals with a net book value exceeding \$50K must also be approved by the CEO.

Related Party Disclosure – related parties of the employee authorized to make a purchasing decision must be disclosed to and approved by the CEO and CFO. Related parties are defined as relatives of the employee, or of the employee's spouse, close personal friends, and any individual residing in the same household as the employee, who have either an equity ownership position, or are employed in a management role, with the company that Santa Energy is proposing to transact with.

Compliance – failure to comply with this policy may result in disciplinary action up to and including termination.

SAFETY STATEMENT

It is the policy Santa Energy Corporation to ensure a safe, healthful workplace for all its employees. Injury losses from incidents are costly and preventable. Santa Energy Corporation employs an effective accident prevention program that involves all its employees in the effort to eliminate workplace hazards. A Safety Officer is available to all employees to assist with all things safety related. Information on our safety program and safety documents can be found on the Santa Central intranet site.

SANTA CENTRAL INTRANET SITE

Santa Central is Santa Energy Corporation's internal communications dashboard that provides employees access to various company resources such as training documents, announcements, Human Resources, and other useful links. To access Santa Central, go to: <https://www.santaenergy.com/santacentral/>.

SEXUAL HARASSMENT

It is the policy of the Company, as well as the law, to prohibit any employee from engaging in the sexual harassment of any other employee. Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct that is of a sexual nature will not be tolerated. Such conduct creates an intimidating, hostile and offensive working environment, which no employee in the Company will be made to suffer.

Should an instance of sexual harassment arise, the employee is encouraged to report the concern to the department manager and/or Human Resources.

All sexual harassment concerns will be treated with the utmost confidentiality except to the extent necessary to prevent, investigate and/or correct the behavior. All concerns will be investigated fully and quickly. A response from the investigating supervisor or manager will provide the parties involved with a review of the concern, the results of the investigation and any action taken to correct the behavior.

Complaints of sexual harassment should be filed according to the procedures described in the Harassment and Complaint Procedure attached to this Employee Handbook, Addendum B.

SICK TIME

Santa Energy Corporation provides income protection in the instance of illness or injury.

Employees, excluding Union members, are allowed up to five (5) paid sick days per year in the event of illness or injury. An additional five (5) days (pro-rated first year of employment) are deposited annually to the "Disability Bank" for use in serious, continuing illness or injury conditions of minimum five (5) days duration. Payment for extended periods of sick time are issued upon presentation of a physician's note.

The sick pay policy may also be activated for the purpose of scheduling medical and dental appointments. Prior scheduling with the supervisor is required.

The sick pay policy may also be triggered for the purpose of caring for a spouse, child or parent with a serious health condition requiring inpatient care or continuing treatment by a health care provider. The Company may request documentation from the health care provider substantiating the need for the absence.

Unused sick time benefit is “banked” in the Disability Bank at year end. Employees accumulate the unused sick time bank while they maintain active status with the Company.

Upon termination, voluntary or involuntary, from the Company sick days are not paid out and the banked sick days are forfeited. Upon normal retirement from employment at age 65 or upon early retirement upon reaching age 55 and completing 15 years of service, banked disability days are paid to the retiree up to a maximum of thirty (30) days pay.

Union members are paid sick days based on their union contracts.

See also Absenteeism and Leave of Absence sections of the Handbook.

SMOKE-FREE WORKPLACE

Santa Energy Corporation is dedicated to providing a healthy, comfortable, safe, and productive work environment for employees. Smoking or other use of tobacco products (including, but not limited to, cigarettes, pipes, cigars, snuff, electronic smoking devices, e-cigarettes or chewing tobacco) is not permitted in any part of the building or in vehicles owned, leased, or rented by the Company. Employees may smoke outside in designated smoking areas during breaks. Employees using these areas are expected to dispose of any smoking debris safely and properly. At no time is smoking permitted in the terminal areas.

SOLICITATIONS

Solicitations on Company property are not allowed except those sponsored by the Company. Distribution of written or printed materials, vending, selling, soliciting or collecting contributions for any purpose on the Company’s premises is prohibited during all periods in which an employee is or can be required to perform work. Persons not in the employ of the Company may not solicit or distribute literature on Company premises for any purpose at any time.

TERMINATION OF EMPLOYMENT (Voluntary or Involuntary)

Employment at Santa Energy Corporation is at-will. This means that either the employee or the Company may terminate the employment relationship at any time with or without notice or cause.

An employee who resigns from the Company is requested to give a minimum of two weeks' notice, in writing, to their supervisor.

If an employee is terminated (voluntary or involuntary) before completing twelve consecutive months of employment, the employee will not be eligible to receive payment for unused vacation or personal days.

If termination (voluntary or involuntary) occurs before April 1st of the calendar year, the employee will be paid 50% of unused personal and vacation days, provided they have worked the previous twelve consecutive months. If the employee has worked less than twelve consecutive months the employee will not be eligible to receive payment for unused vacation or personal days.

If termination (voluntary or involuntary) occurs on or after April 1st of the calendar year, the employee will receive payment for unused vacation and personal days earned provided they have worked twelve consecutive months. If the employee has worked less than twelve consecutive months the employee will not be eligible to receive payment for unused vacation or personal days.

Unused sick days will not be paid at the time of termination (voluntary or involuntary).

Payment for unused vacation, personal or sick days will not be issued in the event termination is due to willful misconduct.

In all cases of termination of employment, individuals are required to return all company equipment, uniforms, keys, cards, handbook, and any other property issued during employment. Individuals are also expected to settle any debts owed to the Company.

If an employee exhausts their leave under the Family and Medical Leave Act (FMLA), the Company reserves its rights to terminate employment with eligibility for rehire if an opportunity exists.

Participants in medical /ancillary benefits will be notified of COBRA eligibility, and enrollment procedures within 30 days of benefits termination.

TIMEKEEPING PROCEDURE

Non-exempt employees are required by federal regulation to accurately record daily time worked and breaks taken. Benefit time (vacation, holiday, sick, etc.) must also be recorded on the timecard located in the Company's payroll management portal. Department managers will approve timecards on a weekly basis.
See also Hours of Work section in the Handbook.

VACATION

The Company recognizes the importance of annual vacation for purposes of rest and relaxation and offers the following vacation benefit based on years of service. Full-time employees become eligible for annual vacation leave on a pro-rated basis at the date of hire. The vacation time will be pro-rated for the balance of the calendar year based on the vacation policy assigned to the employee. On the January 1st, following the date of hire, vacation time is granted on a calendar-year basis according to the employee's vacation policy.

Length of Employment	Vacation during the year
First partial calendar year of employment	Pro-rated -6.66 hours per month
First full <u>calendar</u> year of employment through calendar year 4	10 vacation days
Calendar Year 5 through calendar year 9	15 vacation days
Calendar Year 10 through calendar year 14	15 vacation days plus 1 additional day each calendar year (granted on Jan 1), not to exceed a maximum number of 20 vacation days per year
Calendar year 15 and thereafter	20 vacation days

While an employee's preference concerning vacation is accommodated whenever possible, vacation schedule greatly depends on the department's work schedule. Thus, all vacations must be scheduled in advance and approved by the Department Manager. Seniority may also prevail in vacation scheduling.

Vacation may not be carried over from year to year, but must be taken within the calendar year in which it is earned.

Permanent employees, who are rehired within one year of the original hire date, the original hire date will be the basis for vacation benefit. Seasonal employees promoted to full time will use the most recent rehire date as the basis for vacation benefit.

VISITORS

In order to maintain security and safety for our employees, Santa Energy Corporation has the following policy with respect to visitors:

All visitors must sign in at the reception desk, must wear a visitor's badge, and must be escorted by an employee.

This policy applies to anyone who is not an active employee, including employees on leave, former employees, vendors, and suppliers.

If an employee has any doubt whether a person can visit, they should contact the HR department.

WEATHER CLOSING

Due to the nature of Santa Energy Corporation's business, extreme weather conditions cause customers to require our services ever more urgently. Therefore, offices will remain open in these instances, unless mandated to close by state or local authority.

It is equally important that commuting employees remain safe under adverse driving conditions. Each employee must make a qualified decision of when best to travel and to inform their supervisor. It is also possible that the Company may allow employees to work from home when possible. If an employee chooses to stay home and does not work from home, the employee will be charged with a vacation or personal day.

WORK FROM HOME / ALTERNATIVE SCHEDULES

Santa Energy considers working from home or a satellite location to be a viable, flexible work option when both the employee and the job are suited to such an arrangement. All work-from-home arrangements need to be made between the supervisor and the employee with input from the department head and IT. Work-from-home arrangements can be ad-hoc, permanent or flexible and must be agreed to and approved prior to commencing. Some roles are not appropriate for such an arrangement.

During the summer, from approximately Memorial Day to Labor Day, Santa Energy adopts a "Summer Friday" schedule for office staff. Employees can opt to extend their days Monday through Thursday so that they can leave at 3 pm on Friday. Employees must still work 40 hours per week. Some department schedules may vary. Department Heads can modify this schedule as necessary to ensure appropriate coverage.

WORKPLACE VIOLENCE PREVENTION

Santa Energy Corporation is committed to providing a safe, violence-free workplace for our employees. Due to this commitment, we discourage employees from engaging in any physical confrontation with a violent or potentially violent individual or from behaving in a threatening or violent manner. Threats, threatening language, or any other acts of aggression or violence made toward or by any employee will not be tolerated. A threat may include any verbal or physical harassment or abuse; attempts to intimidate others; menacing gestures; stalking; or any other hostile, aggressive, and/or destructive actions taken for the purposes of intimidation. This policy covers any violent or potentially violent behavior that occurs in the workplace or at company-sponsored functions.

All Santa Energy Corporation employees bear the responsibility of keeping our work environment free from violence or potential violence. Any employee who witnesses or is the recipient of violent behavior should promptly inform their supervisor, manager, or HR department. All threats will be promptly investigated. No employee will be subject to retaliation, intimidation, or discipline as a result of reporting a threat in good faith under this guideline.

Any individual engaging in violence against the Company, its employees, or its property will be prosecuted to the full extent of the law. All acts will be investigated, and the appropriate action will be taken. Any such act or threatening behavior may result in disciplinary action up to and including termination.

Santa Energy Corporation prohibits the possession of weapons on its property at all times, including our parking lots or Company vehicles. Additionally, while on duty, employees may not carry a weapon of any type. Weapons include, but are not limited to, handguns, rifles, automatic weapons, knives that can be used as weapons (excluding pocketknives, utility knives, and other instruments that are used to open packages or cut string and for other miscellaneous tasks), martial arts paraphernalia, stun guns, and tear gas. Any employee violating this policy is subject to discipline up to and including dismissal for the first offense.

The Company reserves the right to inspect all belongings of employees on its premises, including packages, briefcases, purses and handbags, gym bags, and personal vehicles on Company property. In addition, Santa Energy Corporation may inspect the contents of lockers, storage areas, file cabinets, desks, and workstations at any time and may remove all Company property and other items that are in violation of Company rules and policies.

Employee Referral Bonus Program- Addendum A

Santa Energy is always looking for good people, and you can help. We know that new hires who come into a company through employee referrals are excellent contributors, stay with the company longer and are more cost-effective recruits.

That's where you come in! If you know someone who would be a good addition to Santa Energy you may be awarded a referral bonus if you refer a candidate and he or she is hired.

Referral bonuses are paid as follows:

- 50% at 90 days of the referral's continued employment and 50% at 6 months of the referral's continued employment.
- Licensed technicians: \$750 paid in two installments.
- Drivers: \$500 paid in two installments.
- Apprentices: \$250 paid in two installments.
- Office staff, administrative and individual contributor roles: \$250 paid in two installments.

Employees must refer candidates to Human Resources and the hiring manager, and should accompany the candidate referral form attached below.

Program Rules

- All Santa Energy employees, except those at Director level and above, Human Resources personnel, and managers with hiring authority over the referred candidates, are eligible for the referral bonus.
- Immediate family members, and members of the same household are not eligible candidates for referral. Immediate family members are considered to be parent, husband, wife, children, live-in partners or siblings.
- The referral date cannot be earlier than the date the job opening is posted. The hiring of a referred employee must occur within 180 days (six months) of the initial referral date.
- The referral must represent the candidate's first contact with Santa Energy. Temporary and former employees of Santa Energy are not eligible candidates for referral awards.
- To be eligible for an award, an employee must submit a referral to Human Resources with a candidate referral form and a resume or employment application.
- The referring employee must agree to have his or her name used when the Company contacts the candidate.
- The first employee to refer a candidate will be the only referring employee eligible for payment.
- Only candidates who meet the essential qualifications for the position will be considered.

HARASSMENT AND COMPLAINT PROCEDURE - ADDENDUM B

It is Santa Energy Corporation's policy to prohibit intentional and unintentional harassment of or against job applicants, contractors, interns, volunteers, or employees by another employee, supervisor, vendor, customer, or third party based on actual or perceived race, color, creed, religion, national origin, ancestry, citizenship status, age, sex or gender (including pregnancy, childbirth, and pregnancy-related conditions), gender identity or expression (including transgender status), sexual orientation, marital status, military service and veteran status, physical or mental disability, genetic information, or any other characteristic protected by applicable federal, state, or local laws. Such conduct will not be tolerated by Santa Energy Corporation.

Furthermore, any retaliation against an individual who has complained about sexual or other harassment or retaliation against individuals for cooperating with an investigation of a harassment complaint is similarly unlawful and will not be tolerated. Santa Energy Corporation will take all reasonable steps necessary to prevent and eliminate unlawful harassment.

Definition of "unlawful harassment." "Unlawful harassment" is conduct that has the purpose or effect of creating an intimidating, a hostile, or an offensive work environment; has the purpose or effect of substantially and unreasonably interfering with an individual's work performance; or otherwise adversely affects an individual's employment opportunities because of the individual's membership in a protected class.

Unlawful harassment includes, but is not limited to, epithets; slurs; jokes; pranks; innuendo; comments; written or graphic material; stereotyping; or other threatening, hostile, or intimidating acts based on race, color, ancestry, national origin, gender, sex, sexual orientation, marital status, religion, age, disability, veteran status, or another characteristic protected by state or federal law.

Definition of "sexual harassment." While all forms of harassment are prohibited, special attention should be paid to sexual harassment. "Sexual harassment" can include all of the above actions, as well as other unwelcome conduct, and is generally defined under both state and federal law as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature whereby:

- Submission to or rejection of such conduct is made either explicitly or implicitly a term or condition of any individual's employment or as a basis for employment decisions.
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, a hostile, or an offensive work environment.

Other sexually oriented conduct, whether intended or not, that is unwelcome and has the effect of creating a work environment that is hostile, offensive, intimidating, or humiliating to workers may also constitute sexual harassment.

While it is not possible to list all those additional circumstances that may constitute sexual harassment, the following are some examples of conduct that, if unwelcome, may constitute sexual harassment depending on the totality of the circumstances, including the severity of the conduct and its pervasiveness:

- Unwanted sexual advances, whether they involve physical touching or not;
- Sexual epithets; jokes; written or oral references to sexual conduct; gossip regarding one's sex life; comments about an individual's body; and comments about an individual's sexual activity, deficiencies, or prowess;
- Displaying sexually suggestive objects, pictures, or cartoons;
- Unwelcome leering, whistling, brushing up against the body, sexual gestures, or suggestive or insulting comments;
- Inquiries into one's sexual experiences; *and*
- Discussion of one's sexual activities.

All employees should take special note that, as stated above, retaliation against an individual who has complained about sexual or other harassment and retaliation against individuals for cooperating with an investigation of sexual or other harassment complaints violate Santa Energy Corporation's policy.

COMPLAINT PROCEDURE

If you believe you have been subject to or have witnessed unlawful discrimination, including sexual or other forms of unlawful harassment, or other inappropriate conduct, you are requested and encouraged to make a complaint. You may complain directly to your immediate supervisor or department manager, the HR director, or any other member of management with whom you feel comfortable bringing such a complaint. Similarly, if you observe acts of discrimination toward or harassment of another employee, you are requested and encouraged to report this to one of the individuals listed above.

All complaints will be investigated promptly, and confidentiality will be protected to the extent possible. A timely resolution of each complaint should be reached and communicated to the parties involved.

If the investigation confirms conduct that violates this policy has occurred, Santa Energy Corporation will take immediate, appropriate, corrective action, including discipline, up to and including immediate termination.

No reprisal, retaliation, or other adverse action will be taken against an employee for making a complaint or report of discrimination or harassment or for assisting in the investigation of any such complaint or report. Any suspected retaliation or intimidation should be reported immediately to one of the persons identified above.

FAMILY AND MEDICAL LEAVE POLICY – ADDENDUM C

Santa Energy Corporation complies with federal and state Family and Medical Leave provisions. For more information pertaining to these policies go to:

<https://www.dol.gov/agencies/whd/fmla>

<https://ctpaidleave.org>

Military Family Leave Entitlements

Eligible employees with a spouse, son, daughter, or parent on active duty or call to active duty status in the National Guard or Reserves in support of a contingency operation may use their 12-week federal leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings. FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service-member during a single 12-month period.

A “serious health condition” is defined as an illness requiring in-patient hospital, hospice, residential medical (including nursing home) care facility, or outpatient care requiring continuing treatment or supervision by a health care provider. Conditions such as asthma, diabetes and pregnancy which continue over an extended period, and which may cause episodic periods of incapacity of less than three days are serious health conditions, even if you don’t see a health care provider in conjunction with each absence.

Also, serious health conditions that are not ordinarily incapacitating, but for which multiple treatments are being given because they would likely result in incapacitation for more than three days in the absence of such treatment, are also covered. Examples are if you are receiving chemotherapy or radiation for cancer, dialysis for kidney disease and physical therapy for severe arthritis. Minor illnesses lasting three days or less and surgical procedures not requiring hospitalization are not covered.

“Family members” include any child who is biological, adopted or a foster child, a stepchild, legal ward or a child of a person standing “in loco parentis”, that is, a person with day-to-day responsibility for care and financial support. For children over 18, the child must be incapable of self-care because of physical/mental disability.

To be eligible for FMLA leave you must have worked for the Company for at least 12 months and at least 1,000 hours in the 12 months immediately preceding the start of the leave.

Leaves or other periods of absence provided for elsewhere in the Handbook, which are taken for reasons that fall under the FMLA, shall run concurrently with, and be counted toward, an employee’s FMLA entitlement.

NOTICE

- a. You are required to notify the Company of your need for leave by specifying a FMLA qualifying reason before commencement of such leave, whenever possible. However, all leaves which qualify under the FMLA, whether you provide notice or not, may be counted against your FMLA entitlement.
- b. Prior to taking a foreseeable leave for the care of a newborn or newly placed adoptee or foster child, you must provide as much advance notice as possible, but not less than two (2) weeks notice, unless an emergency arises.
- c. Prior to taking a foreseeable leave for your own serious health condition or to care for a family member with a serious health condition, you must provide as much advance notice as possible, as discussed directly above, and make a reasonable effort to schedule the treatment so as not unduly to disrupt workplace operations, subject to your health care provider's approval.
- d. If circumstances prevent you from giving the advance notice described above, you must give notice at the earliest possible time.
- e. You are required to report periodically on your status and intention to return to work after your leave.

SUBSTITUTION OF PAID LEAVE

- a. You are required to substitute any accrued paid vacation leave, personal leave or other paid leave appropriate for the purposes for which you are taking leave, for unpaid leave provided for under the FMLA. After all such paid leave is exhausted, any remaining FMLA leave is unpaid.
- b. Such substituted paid leave counts toward your maximum entitlement to FMLA leave.

LEAVE LIMITS

- a. Family and Medical Leave entitlements together may not exceed the maximums set according to law, as follows:
 1. Pursuant to Connecticut Law, Family and Medical Leave together may not exceed 16 work weeks in the 24-month period beginning on the first day the employee takes any such leave.
 2. Pursuant to Federal Law, Family and Medical Leave together may not exceed 12 work weeks in a rolling 12-month period measured backward from the date an employee uses any such leave.
- b. Where both laws apply, the leave provided by each must be taken concurrently.
- c. Where spouses are both employees of the Company, they share the maximum leave for one employee, except for medical leaves, or a family leave taken to care for a child with a serious health condition.
- d. Family and Medical Leave taken for the birth or placement of a child must be concluded within 12 months of the event.
- e. Intermittent leave (taken in non-continuous blocks of time) or reduced schedule leave (taken as a reduction in regularly scheduled work hours) may be taken for the employee's own serious health condition or to care for a seriously ill spouse, child or parent only if certified as medically necessary. Such leave may not be used for the birth or adoption/placement of a child, without the prior written approval of the Human Resources Manager.
- f. Any employee requesting intermittent or reduced schedule leave may be required to transfer temporarily to an available equivalent position, for which the employee is qualified, which is better able to accommodate recurring periods of leave.

CERTIFICATION FOR MEDICAL LEAVE

- a. You must provide medical certification from a health care provider upon request which substantiates your need for FMLA medical leave based on either your own serious health condition or that of a family member.
- b. You must provide this certification in a timely manner, within 15 calendar days after it is requested, unless not practicable under the circumstances.
- c. The certification must contain information designated on the Certification Form provided by the Company which includes, but is not limited to:
 1. the date on which the serious health condition began;
 2. the probable duration of the condition;

3. the appropriate medical facts about this condition known by the health care provider; and
4. if a family member's health condition is involved, that you are needed to care for that individual and an estimate of the amount of time that you will be needed for this purpose.

If the medical certification provided does not support the need for FMLA leave, the Company may request a second medical certification at the Company's expense by a health provider not regularly employed by the Company. In the event that the two medical certifications conflict, the Company may request a third medical certification at the Company's expense by a health provider agreed to by the Company and the employee.

- d. You must provide the Company with a medical certification substantiating your fitness to return to work after taking a leave due to your serious health condition.

HEALTH INSURANCE BENEFITS

- a. The Company will pay its normal share of your medical insurance during any paid portion of your leave. If you worked 1,250 hours in the 12 months preceding the leave, the Company will continue to pay its normal share of your medical insurance premiums, as modified from time to time, for up to 12 weeks of Family and Medical Leave even if all or part of it is unpaid. Otherwise, you will be required to pay the full cost of coverage.
- b. Your co-payments for premiums must be paid as usual in order to maintain your group insurance coverage during your leave. If you are on paid leave, co-payments will be deducted from paychecks in the usual fashion. If leave is unpaid, and you did not work 1,250 hours in the 12 months preceding your leave, premium payments must be made by check or money order. You will be provided dates and amounts.
- c. Should you fail to pay your portion of the insurance premium for your coverage within 30 days of the due date, the Company may either discontinue your coverage or recoup such payments from you when you return from leave. Employees who fail to make these payments on a timely basis will receive 15 days advance notice prior to the actual termination of their medical benefits.
- d. If you fail to return to work after taking FMLA leave, you may be liable for the entire cost of health insurance premiums paid for you by the Company during such leave, unless you fail to return due to a serious health condition or other certain limited circumstances beyond your control. An employee who has returned to work for at least 30 days is considered to have "returned" to work.

RETURNING AFTER LEAVE / RESTORATION

- a. An employee returning from Family or Medical Leave should contact his or her supervisor at least two weeks prior to the date of return. Return will be to the same position held before the leave or to an equivalent position with no loss of seniority or benefits accrued before the leave commenced.
- b. Certain key employees may be denied reinstatement from a Family and Medical Leave available under federal, but not state law, if denial is necessary to avoid substantial and grievous economic injury to operations. Such employees will be advised of this possibility before their leave commences.

ADDENDUM D

Tuition Assistance Application

Employee Information Name: _____

Employee ID#: _____ Bargaining Unit: _____

Department: _____ Supervisor's Name: _____

Please explain why you believe this course(s) is job/career related. (attach another sheet if necessary):

Academic Information School _____

Field of Study/Major: _____

Educational Goal: Associates Bachelors Masters Doctorate Additional

Training Course #1: _____ Start/End dates: _____

Tuition Cost Per Class: \$ _____

Course #2: _____ Start/End dates: _____

Tuition Cost Per Class: \$ _____

Applicant's Department (Questions must be answered by the Appointed Authority for your Department. Form must also be signed and dated by that person before you submit the Application.)

1. Amount employee's Department is reimbursing (to be approved by Department Head and Human Resources): _____%

Signature of Manager and Department Head:

Date: _____

Please Print Name of Manager and Department Head:

Educational Assistance Promissory Note

I, _____ hereby acknowledge and agree to the following terms regarding reimbursement for tuition and materials expenses incurred:

1. I understand that I will be reimbursed for the approved amount of tuition and materials expenses, not exceeding the maximum amount permitted by the IRS as tax-free reimbursement to an individual in any calendar year.
2. Reimbursement will be provided to me upon presentation of proof of successful completion of the course(s) with a grade of "B" or better, along with evidence of the amount paid to the institution.
3. All requests for reimbursement must be submitted within 30 days of the completion of the course(s).
4. In the event that I voluntarily terminate my employment with Santa Energy within 12 months of completing courses for which I received reimbursement, I agree to repay Santa Energy the full amount initially paid to me. I authorize Santa Energy to withhold these repayments through payroll deductions from my remaining paychecks.

By signing below, I acknowledge that I have read and understand the above terms and agree to abide by them.

Name _____ Date _____

Signature _____

Witness Name _____ Date _____

Signature _____

**ADDENDUM E
EMPLOYEE ACCOUNT AGREEMENT**

Employees are encouraged to purchase heating oil, propane and gas/diesel from Santa Energy Corporation (Santa). Santa offers employees a discount from the posted price for residential customers. Employees must live within our service area to receive this benefit.

Employees are required to sign this **Employee Account Agreement** at the time of opening an account.

Employees must maintain good credit standing. Employees must have an automatic payment type on file with the credit department and authorize on-time payments to their accounts. These types include checking account deductions and/or credit card authorization.

If employees become delinquent, their accounts will be suspended until their outstanding balance is satisfied.

All employee accounts must be paid in full at the time of separation from Santa (voluntary or involuntary).

Should I _____ have an outstanding balance, whether current or delinquent, on my last day of employment, I authorize Santa to withhold the amount due at that time through payroll deductions from remaining paychecks, **unless** I remit electronic payment on that day.

Name _____

Address _____

Type of Account _____

Agreed _____ Date _____



Santa Energy Corporation

EMPLOYEE HANDBOOK RECEIPT AND DISCLAIMER

I have received today a copy of the Santa Energy Corporation Employee Handbook ("Handbook") which describes the Company's benefits, policies, and procedures. I understand that I am responsible for becoming familiar with the policies described in this Handbook. I also understand that the information contained in it represents guidelines only which may be modified from time to time and that this Handbook is neither intended to be nor should be construed as a contract of employment for any specific duration or a guarantee that I will receive any particular benefits. I further understand that neither the policies described in the Handbook nor any other representations made by a management representative, at the time of hire or at any time during my employment, are to be interpreted as a contract between the Company and me. I further understand I am employed at-will. I understand that my employment is voluntarily entered into, that I am free to resign at any time and the Company may terminate the employment relationship at any time for any reason without notice and without cause.

Employee's Signature _____

Date _____

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