

## EXHIBIT A

### **STANDARD PESTS COVERED.**

Ants (excludes big-headed, Caribbean crazy, carpenter, fire, pharaoh and white footed), centipedes, cockroaches, common nuisance flies, crickets, drain flies, earwigs, gnats, ground beetles, mice, millipedes, pill bugs, rats, silverfish, sow bugs, spiders, springtails yellow jackets, & carpenter bees

### **SOP.**

#### *Regular Service*

1. Technician checks in with the Manager on Duty. He/she interviews Manager to determine if they have had any recent issues or if there are any areas they would like to point out.
2. The technician inspects areas the Manager pointed out and all other areas.
3. All monitors are inspected and changed if necessary, preventative cockroach bait is replaced if needed.
4. Tin cats and bait stations are inspected, dated and either the glue board or bait is changed if necessary. Remove all caught pests from traps.
5. Any structural and sanitation issues are documented, and the summary of the service and any products used are recorded. Any recommendations are reported to the Manager and Wawa Pest Control Team.
6. The following areas are inspected:

#### Exterior Areas

- a) Landscape for harborage & burrows
- b) Building for holes, cracks, etc.
- c) Doors to determine if rodent-proof
- d) Doors to determine if kept closed
- e) Front trash cans kept away from the door
- f) Removal of cobwebs, paper wasp nests, etc.

#### Working Interior Areas

- a) Storage to see if 4-6 inches from walls are serviceable for pest control & cleaning
- b) Storage areas clean & free of spillage
- c) Storage area free of pest harborage
- d) Trash room and/or shed cleanliness
- e) Floor drains cleanliness
- f) Drop ceilings
- g) Fountain drink areas and syrup lines for cleanliness
- h) Deli areas under and in equipment, cabinets and drains

#### Public Interior Areas

- a) Candy / nut area
- b) Bread / Bagel / Donut area
- c) Deli Area
- d) Coffee Area
- e) Bottom shelves of gondolas removed periodically or as needed
- f) Bathrooms for fly activity

7. Technician meets with Manager after the service, discussed service & suggestions. Wawa bar code is scanned, and goods receipt number is recorded for **monthly routine service only**.
8. Technician must fill out an inspection form on Wawa provided 3<sup>rd</sup> party application and have manager sign off at the end of visit

9. All major issues including multiple repeat calls, severe sanitation store issues, and or store shutdowns should be communicated to the Service Level Manager and Vendor Manager immediately

***Triggers that Require Next Day Follow-up /Severe situations will require routine to monitor.***

1. Cockroaches: One or more roaches
2. Mice: One mouse (alive or dead), droppings, gnaw marks, or sighting
3. Rats: One rat (alive or dead), droppings, gnaw marks, burrow(s), or sighting
4. Ants: Sightings or complaint, nest in building,
5. Flies: Sightings or complaints, flies for more than two services, active interior infestation/breeding
6. Miscellaneous Pest: Sightings or complaints

***Action Required Specific to Target Pest***

***Cockroaches***

If three or more roaches are identified, place 6 new monitors in the area of the sighting. Apply cockroach bait in the affected locations. Apply an insect growth regulator to affect the reproductive cycle of the cockroaches. Inspect adjacent areas, back room, delivery boxes and trash room in addition to the affected area. Document any sanitation or structural issues and send weekly follow up notes to Wawa Pest Control Team until resolved.

***Additional Recommendations for Cockroach Control -***

1. Empty all shipments/ deliveries as soon as possible and discard boxes.
2. Store food in sealed containers.
3. Place storage on wire shelves.
4. Ensure shelving is away from walls for access to both sides.
5. Dust pipe chases, behind cabinets and under sinks.
6. Exclusion where needed specifically around pipes and drains.
7. Report dripping faucets.
8. *Identify root cause areas and areas of noticed activity and document on 3<sup>rd</sup> party app.*
9. *Notify Site & Building team directly for major pest concerns*

***Mice***

Place 6-12 new control devices (i.e. snap traps, bait stations) in the affected area in a 20 feet radius. Inspect drop ceiling, as well as basement and attic if applicable. Inspect building for potential entry points—seal holes or report problem to Manager. Document any sanitation issues or access points and discuss with Manager; send daily or weekly follow up notes/pictures to Wawa Pest Control Team until resolved.

***Additional Recommendations for Mice Control -***

1. Empty all shipments/ deliveries as soon as possible and discard boxes.
2. Store food in sealed containers.
3. Place storage on wire shelves.
4. Ensure shelving is away from walls for access to both sides.
5. Exclusion where needed specifically around pipes and drains.
6. Disinfect area and remove droppings.
7. *Identify root cause areas and areas of noticed activity and document on 3<sup>rd</sup> party app.*
8. *Notify Site & Building team directly for major pest concerns*

### *Rats*

Place 6-12 new control devices (i.e. snap traps, bait stations) in the affected area indoors within a 50 feet radius. Inspect drop ceiling, attic, and basement if applicable. Inspect exterior of the building for burrows or potential entry points. Treat burrows that are found. Pest control provider will follow up every other day until resolved. Document any sanitation issues or access points and discuss with Manager; send weekly follow up notes/pictures to Wawa Pest Control Team until resolved.

#### Additional Recommendations for Rat Control -

1. Empty all shipments/ deliveries as soon as possible and discard boxes.
2. Store food in sealed containers.
3. Place storage on wire shelves.
4. Ensure shelving is away from walls for access to both sides.
5. Exclusion where needed specifically around pipes and drains.
6. Disinfect area and remove droppings.
7. *Identify root cause areas and areas of noticed activity and document on 3<sup>rd</sup> party app.*
8. *Notify Site & Building team directly for major pest concerns*

### *Ants*

Place ant bait and monitors in the affected area. Treat with liquid non-repellant if possible. Inspect the outside for any trailing. Treat the exterior of the building if trails are found. Document any sanitation issues or access points and discuss with Manager; send weekly follow up notes/pictures to Wawa Pest Control Team until resolved.

#### Additional Recommendations for Ant Control -

1. Ant species identification is important for proper control.
2. Evaluate lines of entry such as overhanging limbs, electrical lines, etc.
3. Broadcast power spray on exterior recommended 2x per year (additional fees).
4. Foam and fill voids if ants are nesting in walls.
5. Dust pipe chases, behind cabinets and under sinks.
6. *Identify root cause areas and areas of noticed activity and document on 3<sup>rd</sup> party app.*
7. *Notify Site & Building team directly for major pest concerns*

### *Common Nuisance Flies*

Inspect inside and outside of the building for sanitation issues. Inspect the trash room or trash area for sanitation issues. Replace glue boards in insect light traps as needed. Replace gold sticks and add more if needed. Bait outside trash areas with granular bait. Treat areas not over food and outside resting areas with liquid fly bait. Document any sanitation issues and discuss with Manager; send weekly follow up notes/pictures to Wawa Pest Control Team until resolved.

#### Additional Recommendations for Nuisance Fly Control -

1. Install exterior lights covers or replace bulbs with non-halogen bulbs.
2. Do not bring exterior trash cans inside.
3. Wash dumpster pads daily or at a minimum weekly.

4. Clean trash cans daily with recommended products (available to Wawa Pest Control Team).
5. Install door sweeps on exterior doors.
6. Install air or strip curtains at exterior doors.
7. Evaluate positioning of and need for additional fly lights.
8. Use of insecticide stickers above prep areas and areas inaccessible to customers.
9. *Identify root cause areas and areas of noticed activity and document on 3<sup>rd</sup> party app.*
10. *Notify Site & Building team directly for major pest concerns*

#### *Fruit Flies/Drain Flies*

Inspect coffee areas for spills and wet areas. Inspect inside and outside of the building for sanitation issues. Inspect the trash room or trash area for sanitation issues. Inspect the drains, areas under the deli line (especially at the wall-floor juncture and behind the Post mix Machine), and an internal grease trap if applicable. Document any sanitation/structural issues and discuss with Manager; send weekly follow up notes/pictures to Wawa Pest Control Team until resolved.

#### Additional Recommendations for Fruit Fly, Drain Fly Control -

1. Properly identify fly to determine source.
2. Inspect plants for decaying matter in soil.
3. Inspect for storage areas decaying fruit and vegetables.
4. Inspect janitor closet and cleaning tools such as mops for breeding sites.
5. Inspect sewer connections for broken pipes.
6. Clean drains and floors with recommended products.
7. *Identify root cause areas and areas of noticed activity and document on 3<sup>rd</sup> party app.*
8. *Notify Site & Building team directly for major pest concerns*

#### *Yellow Jackets*

Inspect building and grounds for yellow jackets nests. If a nest is found it is treated by the technician. The trash can is treated on the underneath of the lid. It is recommended that trash cans are pulled away from the doors and that all spills are properly cleaned. Any recommendations are reported to the Manager and Wawa Pest Control Team.

#### Additional Recommendations for Yellow Jacket Control -

1. Locate nests during the day to identify the entry and exit points.
2. Treat nests at dark after workers have returned to the nest.

#### *Honeybees*

Inspect building and ground for Honeybees. If nest is located, a beekeeper should be contacted to remove the nest. If no nest is found, yellow jacket traps are placed away from the building. It is recommended that trash cans are pulled away from the doors and that all spills are properly cleaned.

#### *Service Escalation Process*

1. After two technicians follow ups or two repeat calls from the store, if problem is not resolved, a Branch Manager or Supervisor will visit the store with the technician.
2. At this escalation point, the Manager will document findings and email to Wawa Pest Control Team.
3. If the issue is not resolved after this visit, a Technical Specialist/Entomologist will visit the store and report findings to Wawa Pest Control Team.

*Attic Inspections (March and November)*

1. Access is gained to the attic and the attic is inspected for evidence of holes leading to the outside, evidence of rodent, insect or bird activity is noted.
2. Insects or rodents are addressed at the time of the inspection.
3. Bird proposals are provided after the inspection by sales representatives.
4. Any holes or openings are noted for follow up by Wawa Pest Control Team and discussed with the Manager.

*Fly Services (March through October)*

1. During the first fly service in March, the bulbs in the insect light trap(s) are changed.
2. The glue board in the light is changed out each month.
3. Three gold sticks are placed in the store, not in food areas, where possible. For example, some Legacy stores may have limited suitable locations for gold sticks.
4. If at any time the Insect Light Trap breaks or becomes unusable due to regular wear & tear, Wawa is responsible for the replacement cost.
5. If the Insect Light Trap is thrown out during construction or remodeling, Wawa is responsible for the replacement cost.

*Equipment*

Each store must have a minimum of:

- a) Three insect light traps depending on Outlets and available space.
- b) 2-3 Rodent Devices on the interior of the store.
- c) Two Rodent Bait Station (except in stores where this is not possible, for example: inner city stores). Located near dairy and trash doors at the rear of the building.
- d) Monitors under sinks throughout the deli, coffee, 3 bay sinks, trash and electrical room areas.
- e) Snap traps in Dry Storage, Trash room, Under Deli Equipment & Dairy Cooler

Emergency Response:

Same day Response:

- Wildlife in store – i.e. Squirrel, Birds, Raccoons etc.
- Wildlife trap already in place. If there is a trapped animal, then there will be same day service for removal. If a trap is already in place and no animal is caught, it will be maintained every 24 hours.
- Rat in store.
- P-1
- Store Closure due to pests.