



March 18th, 2020

Dear Valued Customer,

As you are well aware, the situation regarding the risk of spreading the coronavirus (COVID-19) has rapidly evolved over the last 72 hours. We are reaching out to you to communicate the steps we are taking to keep our employees, families, customers, and communities safe.

Although farmers and the rural communities we live in have a long history of being resilient during such times, the nature of the coronavirus and how easily it can spread is a very real and serious concern for everyone. In an effort to ensure we can continue to provide the needed products and services for your operation we are taking precautionary measures to help mitigate the spread of the virus to our employees and customers. We are going to implement the following changes effective Thursday, March 19th, until further notice:

Face-to-face contact – Our focus will be to minimize or stop face-to-face contact with customers and vendors. Our sales staff will conduct business via phone or electronic communication. Our employees pride themselves on building relationships with our customers, so this will be a very difficult change for our delivery and sales staff. However, face-to-face contact poses the greatest risk of exposure, so every effort will be made to stop face to face contact. If you feel you need a face-to-face meeting with one of our employees, please call the individual you would like to meet with and they will make arrangements to take care of your needs.

Staff availability – We will continue conducting business out of our retail locations. We are going to ask our staff to separate duties as much as possible and not gather in close proximity for meetings. We will still be operating our facilities and servicing your needs, but we just ask that as you visit our facilities to pick up or deliver product, you kindly stay in your vehicle and let our staff load or unload your items. When you arrive on site to pick up an order, please call the office and they will have someone assist you. If an employee is on your farm, please observe proper social distancing as recommended by health agencies (remaining at least 6 feet from one another) to help minimize any potential exposure concerns.

Visitors – We are restricting all non-essential visits to our offices and facilities. Please only utilize in-person office visits when this is the only way to accomplish your business.

Unfortunately, we have no way of knowing how things will change in the coming days, weeks, or months. Please rest assured we are doing all we can to continue to effectively service your needs. We will continue to communicate with you and make changes to our operating procedures as things evolve. Until then, we want to thank you for your business, understanding and patience as we navigate through this unfortunate situation.

Thank you for your business,

A handwritten signature in blue ink that reads 'Craig Childs'.

Craig Childs

Sr VP Agri Services