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*"Serving, Impacting and Engaging"*

Memo to our Customers – Re: CoviD-19 Situation

We are grateful to work in partnership with each of you on a daily basis serving your needs, bringing solutions to your challenges and engaging in your daily striving for success as you continue to produce the safest and highest quality food supply in the world. In order to make sure we are delivering daily in our services and protect the safety of our customers, our vendor partners, our team members, our community and our company we have engaged in the following practices during this uncertain time:

-- **Hours of Business** - As part of the essential infrastructure to supply the food for our nation, we are operating as "normal as possible" to serve the needs on a daily basis each day. **Our plan is our offices will remain open for business.** Contact your nearest location manager for any further updates.

-- **Respecting our Farm Customers** – our sales and service teams will respect any policy in place that our customers have for their operations. Our sales and service team members will call ahead for permission before any visits to your operation. We also ask our customers to practice social distancing and communicate any issues our team should know.

-- **Service/Installation** – we will continue "normal" day to day operations in all service and installation jobs until further notice. We will communicate as normal the schedules and progress with our customers.

-- **Emergency Service** – we will always continue to be available 24 hrs/day, 7 days/week for our customers' operations. Phone numbers will continue to remain the same.

-- **Sanitation Routes** – delivery will continue as regular as possible, however we are happy to make any accommodations you prefer. If you have any concerns or instructions about visiting or delivering to your facilities, please communicate with your milk quality account manager or our offices (any number listed above) to discuss.

-- **Respecting our Retail Customers** – Team members in our stores are continually disinfecting and cleaning, as well as much as possible practicing safe distance guidelines.

-- **Retail Curbside Pickup** – we will offer curbside pickup at all of our Ace Hardware – Creston and all other locations. Simply place your order and allow 1 hour for us to prepare your items. When you arrive, simply call the office and give your name and order number. We will have someone bring your order right to your vehicle.

-- **Team Members** – we are asking our team members to take the following safety precautions:

-- Temperatures – we are monitoring closely team members and sending home anyone who is found to have high temp.

-- Milk quality and service team members are asked to limit time at their warehouse/office. Plan days to go straight to jobs and limit time at warehouse/office to picking up necessary parts or paperwork.

-- Travel between our locations and offices, trainings and events will only happen if absolutely necessary.

We are actively having discussions and communicating changes throughout our team on this situation. If you have any questions and/or concerns please contact anyone of the team leaders in any of our locations. Thank you for your continued business and being a valued WG Dairy Supply customer.