



Valued Ag Partners Customers –

With the increasing spread of COVID-19 and the protocols advised by the White House administration and our state governments, now is not the time to panic, but it is a time to take additional precautions.

We understand that agriculture does not stop, and Homeland Security has deemed agriculture as ‘critical infrastructure’ during the COVID-19 pandemic. As we are navigating through this pandemic, we will continue to safely service our customers daily, but Ag Partners will be adding additional protocols to ensure the health and safety of our employees and customers. Effective Wednesday March 25, Ag Partners will be implementing the following:

- Ag Partners will continue to safely service customers and provide all products, but we will be restricting visitors at locations to only essential business that cannot be done electronically or over the phone. We will be locking the main entrance doors at all locations and ask that customers call to make an appointment or request services. If customers are coming to a location to pick up product, we ask that you stay in your vehicle and an Ag Partners team member will bring the product to you.
- To minimize visitors to locations, please mail payments to the cooperative. Payments must be received on or before the due date (the last day of the month. Please mail payments to:

Ag Partners Cooperative, Inc.
PO Box 204
Seneca, KS 66538

- We ask that customers call Ag Partners to make grain settlements over the phone. We will continue to cut checks daily and will mail the check to your designated address. If you would like to pick up your check, please call ahead and make an appointment.
- When possible, we may have team members working from home. We may have a limited number of team members at some locations, including the corporate office in Seneca. With social distancing and the limiting of in-person meetings, we encourage all employees to use electronic communication (email, phone, text messaging Microsoft teams, etc.) when possible.

This is a rapidly changing situation. We will continue to monitor COVID-19 through the CDC (<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>) and Kansas Department of Health & Environment (<https://govstatus.egov.com/coronavirus>). If there are any changes to these protocols, we will communicate as such. Our intent is to revisit these protocols in two weeks.

Thank you for your continued understanding and support of Ag Partners. We have implemented these protocols to enhance our likelihood of entering the spring season healthy. If you have any questions, please do not hesitate to reach out to your Ag Partners contact.

Regards,

Your Ag Partners Team