



To our valued customers,

As the situation with the COVID-19 outbreak continues to evolve, we want to reassure you that Southwest Agromart is doing everything reasonably possible to minimize service disruptions.

Our priority is to keep our employees, customers and communities healthy and safe, and to ensure business continuity. This is a quickly evolving situation, and we are monitoring developments and taking guidance from the World Health Organization and local public health organizations.

To begin with, Southwest Agromart has requested their cleaning staff to more thoroughly and rigorously clean our offices daily at 5pm, and we are encouraging all staff to take proper measures and practice good hygiene. We are also asking that employees who feel ill stay home.

To minimize the risk of exposure, our sales team has been directed not to make on farm sales calls until April 6th. Until further notice, there will be no members of the public permitted inside Southwest Agromart vehicles of any kind, and Southwest Agromart employees will also not be entering the vehicles or equipment of customers or suppliers.

Effective immediately all of our locations are still open, but the offices are closed to walk-in traffic. We encourage you to contact your Customer Sales Advisor to do as much crop planning as possible ahead of time. When you are ready to pick up product, we request that you call in advance so we can have your products and paperwork prepared, and will do everything possible to service your needs via phone.

You will see that we will do business electronically wherever possible. We will not be transferring paper between employees and customers; your bills of lading and batch sheets will be scanned and emailed, or texted directly to you.

Our employees will be at our facilities during this time. We have done our best to put signage and barriers in place to ensure everyone's safety. The doors will be locked, and we ask that you please call the number on the sign for immediate service. We are arranging for portable bathrooms to be placed outside of each location for customers and drivers to use.

Thank you for your understanding and cooperation in keeping everyone healthy. We are constantly monitoring the situation and are making adjustments to our operations accordingly. We will update you as the situation changes.

Wishing you all good health,

The Southwest Agromart Team