



## COVID 19 UPDATE

### March 2020

On March 23rd, Governor Tony Evers ordered all nonessential businesses to close on Wednesday, March 25<sup>th</sup> at 8:00 am (Safer at Home order), in the latest effort to limit exposure and spread of the COVID-19 virus.

These last few weeks have been very trying on you, our nation and your cooperative. The one thing we know to be true is **"we're in this together"**. ProVision Partners is putting the health and well-being of employees, customers and our communities first. We will continue to serve you across all departments as the products and services we provide have been deemed essential and our businesses imperative to remain open during these times.

ProVision Partners is taking a proactive approach and working together to stay ahead of the ongoing changes to ensure that we're able to meet the needs of our communities. The situation remains fluid and demands constant attention to keep us all safe while working together to deliver products and services. ProVision Partners Cooperative has an emergency response team who will monitor changes daily and assess if additional steps need to be implemented. Rest assure, we will do everything in our power to maintain services to be able to deliver the products you need. Our drivers and staff will also exercise good judgment while making deliveries to minimize exposure and face-to-face contact.

We will provide agronomic products and services for crop production, continue to market your grain, keep your livestock and animals fed, deliver bulk fuels and LP gas, along with other essential products you need during these challenging times. The exceptional customer service you've grown accustomed to will continue to be our focus.

While all ProVision Partners locations remain open at the time of this letter, there are several measures we're taking to ensure we manage to deliver our products and services in an effective and safe manner.

**Feed/Grain/Agronomy** – Our facilities will remain operational with uninterrupted deliveries but, we will take measures to limit exposure. We are trying to limit face-to-face and foot traffic into the locations as well as on farm visits. When possible, we would prefer to teleconference or use other electronic communication forms and do your feed ration work and crop planning and consulting remotely to lessen the impact of the virus. Our agronomist and nutritionist will still come on site when needed.

**Energy** – Delivery of Bulk Fuels and LP Gas is business as usual. But again, we would like to limit the foot traffic in locations and face to face contact. We'll do our best to limit the time we spend at your property and will take extra precautions to sanitize the things we have to touch. We would encourage you to call the office with any questions or concerns.

**Genex Stores** – Our ten stores are open, but a few services have changed. We are serving food for take home and carry out, this includes individually wrapped, warm, wrapped sandwiches and pizza. We suggest calling orders in ahead to limit wait time. All dine in seating areas are temporarily closed. Pay at the pump is offered at our locations and is a good option to limit contact. We have implemented more thorough cleaning and sanitation procedures and are practicing social distancing out of respect for our communities and employee's health. When large groups of people are present in stores, they should keep an arm's length distance of one another.

**Country Stores** – Our Marshfield and Hixton Country stores are open. We're asking you to enter our stores and stay in a marked restricted area near counter and we'll take your order and load your vehicle for larger volume orders. If you call your order in ahead, we can also offer curbside pick up if you would prefer.

**Stratford Tire/Service Center** – We will continue to provide essential tire and auto service but ask that you limit instore foot traffic and we're offering curbside pick-up when appropriate. Please call ahead so we can schedule your vehicle.

**Administration Offices** – The Marshfield and Hixton offices are open. However, we have limited staff with most working remotely. We are practicing social distancing and restricting visitors when not necessary to protect everyone. Payments can be mailed, paid over the phone or made online on our website.

We are doing our part to limit the spread of this virus by limiting people contact and sanitizing more frequently. All locations will clean and disinfect in accordance with CDC standards, with an increased occurrence on high-touch surfaces (such as counters, keypads, doorknobs, etc.)

We appreciate your cooperation during this health crisis. Our number one priority is our community and the health and well-being of our customers and staff. As we do our part to limit the spread of this virus we ask our members and customers also follow best practices in accordance with the Centers for Disease Control and Prevention (CDC) by limiting contact, communicating via phone and making payments electronically or by mail to prevent the spread of this virus

- If you or someone in your family is experiencing flu-like symptoms or have been in contact with anyone within the last 14 days who has tested positive for COVID-19, we ask that you do not visit any of our facilities and avoid face-to-face contact with others.
- Any employee who has a fever, cough, shortness of breath, or other symptoms will not be allowed to return to work until they are symptom and fever free for 24 hours without using fever reducing medication. If any employee has a family member who has been told to self-quarantine, the employee must also self-quarantine at home for 14 days.
- If an employee travels outside of Wisconsin and/or travels using public transportation (i.e. airplane, train, bus), they may be asked to self-quarantine for a period of 14 days from the time they return.
- Employees who appear to have acute respiratory illness symptoms upon arrival to work or become sick during the day will be separated from other employees and be sent home immediately.

There is no doubt that we will continue to face daily changes and disruptions in the weeks ahead. We ask for your patience and understanding as we work together to find solutions to these unknown circumstances. Our employee team is committed to delivering quality products and services to your farms, homes and businesses and we take the health and well-being of our employees and the people we serve serious. We appreciate your support.

Sincerely,

*Management, Staff and Board of Directors*