



Sprucedale Agromart Limited

HANOVER OFFICE: P.O. BOX 68, HANOVER, ON
N4N 3C#
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Covid 19 measures implemented at the HANOVER, Ontario location April 7, 2020. **IMPORTANT INFORMATION – PLEASE READ**

These are unprecedented times. In the face of the Covid 19 crisis, Sprucedale Agromart is working extremely hard to ensure we maintain our high level of service, while protecting our staff, their families, and you – our community.

As we work through spring, we have made some changes at the Hanover plant, and ask for your cooperation and understanding. Following is a rundown of the changes we are implementing.

- 1 To make a purchase, place an order, pick up goods, or request a delivery, **please call** your sales representative or the office. The office doors are locked, and all buildings are to be entered by employees only.
- 2 When you arrive on the site please call the office again, and you will be given instructions on where to go to have your order loaded. If you require clarification (or didn't call ahead) the roll-up door to the west of the office will be open as a waiting area. Please knock on the door leading into the office and step back behind the line on the floor. We will help you as best we can while maintaining a distance of at least 2 meters. We also ask that no more than 3 people be in that room at any one time. That is maximum number it can hold while maintaining physical distance between everyone.
- 3 For those picking up bulk fertilizer we will NOT be giving you a paper batch ticket, the batch ticket will be sent wirelessly to the loader operator.
- 4 As directed, please proceed to the appropriate building or area and await further direction. Please stay in your vehicle if possible.
- 5 Once loaded, our preference is to text or email a copy of your bill of lading and weigh ticket. If you must have the paper copy, we will leave it on the table in the waiting room west of the office for you to pickup as you leave the yard.

Return of Product: Although our current focus is on moving product out to our growers, we recognize there will be product returned. With that said, we want to act in a responsible manner.

Currently, we will NOT be accepting any returns during "spring rush". As we move through the growing season, we will designate specific days for you to return material.

Closer to those dates and in advance of the designated return window, we again ask that you please contact your sales representative, or the office and notify them of the material including the product name, unit size and quantity. This includes seed boxes, pallets and other eligible unopened goods.

We are not accepting part jugs, bulk fertilizer or opened goods of ANY kind.

If you work with family, friends or have employees, we ask that you please share this information with them, so they are aware of these new measures as well.

Please do not visit the Agromart if you are sick, have a fever, cough, difficulty breathing or if your situation requires 14 days of Isolation.

Additionally, through email, we can share updates, changes and other information quickly in these difficult times. If you haven't received emails from us regularly in the past, please share your email address with your sales rep.

We recognize this is a big departure from the way we have done business in the past. These measures are an effort to balance our commitments to our customers, our employees and our responsibility to keep everyone safe.

Respectfully yours,

Rob Helm, Blair Scott and Craig Reid
Sprucedale Agromart Ltd.

Our Sales Representatives: Bill Gardhouse – 519-373-2443
 Brandon Dietrich – 226-668-1696

Justin Burgess – 519-270-5415
Hanover Office – 519-364-4070