



Sprucedale Agromart Limited

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Covid 19 measures implemented at the TARA, Ontario location IMPORTANT INFORMATION – PLEASE READ

April 7, 2020.

These are unprecedented times. In the face of the Covid 19 crises, 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. Our efforts include, physical distancing, continuous hand hygiene and limited face to face contact.

As you well know, spring is extremely busy both on the farm and at Sprucedale. We like it that way, and receive a great sense of accomplishment in knowing that “we help farmers feed the world”.

Moving forward, in order to balance both our service to you, and our social responsibility, we are asking for your understanding as we navigate these waters. The following details the process that we are trialing at the Tara Office. We say “trialing” because as the situation changes, things could be adjusted.

We are asking for your assistance in implementing the following strategy....

- 1 To make a purchase, place an order, pick up goods, or request a delivery, **please call** your sales representative or the office.
- 2 As you plan your week, consider what input you will need and when. When calling ahead, we would appreciate as much notice as possible to so that we can begin our internal processes. This advanced call allows us to prepare your paperwork, provide it to our staff, and arrange your goods for transport.

Calling ahead is absolutely necessary to ensure our protective measures are effective for both you and our staff. We apologize, but **no orders will be taken face to face.**

- 3 Upon your arrival to Sprucedale, please come to the entrance of the office. This action will allow us to know you have arrived, so we can intern notify the appropriate staff to service you. You will also have the option to obtain your copy the Bill of Lading that was prepared prior to your arrival.

We again deeply apologize, but currently we are not permitting customers to enter the office.

- 4 When at the office, you will be instructed as to which building or area to visit to be loaded with your goods.

- 5 As directed, please proceed to the appropriate building or area and await further direction. Please stay with your vehicle. Please DO NOT leave your vehicle NOR ENTER any buildings.
- 6 Our operations staff will be aware of your order and may ask that you confirm details to ensure we provide the correct goods. We will also provide instructions on how we will expedite your service, be it which blender to visit or building door to drive to.
- 7 Once loaded, please exit the property and stay safe.

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 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 this appeals to you, please provide your email address to your sales representative.

We recognize these are drastic measures. Please understand, they are not being implemented lightly. It is everyone’s responsibility to accept that our world is undergoing change. Until the situation is well understood, extreme measures are appropriate to ensure the safety of grand parents, children, friends and family.

Respecting others, social distance and working to “flatten the curve”. We are doing our part we are up to the challenge and we are here to help.

Sincerely,

Scot Reid, Jeff Kobe and Jeff Coulter
Sprucedale Agromart Ltd.

Our Sales Representatives:

Mike Pedlar – 519-270-5686
Bud Nelson – 519-379-0164
Wayne Foster – 519-373-2445

Steve Zettle – 519-372-5046
Taylor Vokes – 519-378-4149
The Tara Office – 519-934-2340