



Dear PRO Cooperative Member-Owners and Customers:

March 24, 2020

The COVID-19 situation is continuing to evolve rapidly. We want to reassure you that your Cooperative team is taking all the necessary steps to protect the health and safety of our employees, member-owners, customers, and the communities we serve. We continue to monitor the situation and will update our preparedness plans and share any new developments as needed. We are extremely confident in our ability to continue providing the products and services you need to keep your operation running smoothly.

PRO Cooperative is doing its part in limiting the exposure to our employees, member-owners, customers and vendors. Effective tomorrow morning, March 25<sup>th</sup>, 2020, our office doors will be locked – however, business will still be conducted. We ask our customers and visitors to do the following:

- Please conduct as much of your business as possible with PRO Cooperative via phone, email, or other digital platforms.
- If you are ill or have been exposed to someone who was ill, please do not visit any of our facilities.
- For customers needing products, please call ahead and let us know which products you are needing and when you will be arriving.
- For those individuals delivering product to any of our locations, please stay in your vehicle unless you are asked to exit.
- Enroll in direct deposit and/or direct withdrawal (ACH - Automated Clearing House) for acceptance of payments or to pay an invoice.

Within PRO Cooperative, our administrative, sales, and operations teams are also taking precautionary measures to prevent the spread of coronavirus. We have implemented the following:

- Suspension of all company sponsored travel outside of the trade area indefinitely. This includes training events, trade shows, conferences, tours, etc.
- Elimination or minimization of meetings. Meetings requiring more than five attendees is prohibited. We encourage the use of virtual meeting tools, phone calls, emails, and text messaging.

PRO Cooperative will follow all recommended local, state and federal guidelines to reduce the risk and exposure for everyone in our communities. We realize that this is a challenging time for everyone, and we truly appreciate your understanding and cooperation.

We understand our customers have animals to feed, properties that need heat, and a crop to be planted in the fast approaching weeks ahead. Please be assured that we will continue to service your account effectively, and above all, we thank you for your continued business.

Sincerely,

Kyle Kuepker, CEO  
PRO Cooperative