

## For our Feed Retail Customers New Contact Procedures



- **For product pickup at a location**
  - Call ahead so that we can pick your load and have it ready for when you arrive
  - Please self screen – if you are sick or are under self-isolation **DO NOT** visit our location until you are clear to do so
  - Please follow the signage posted
  - We will be limiting access to various areas; a change in the way we do business but a necessary one
  - Please practice the appropriate social distancing when on site by keeping 2 metres between you and anyone else
  
- **For Deliveries to Farm**
  - Contact your location or Sales Rep as usual
  - We continue to monitor the health of our valued workforce and will use Covid-19 screening and practice social distancing for all deliveries
  - We may be making changes to the mill used to make your feed
  
- **For Deliveries to Mill and bulk pickups at the Mill(s)**
  - Please follow signage and stay in your vehicle
  - We are reducing traffic in our mills to protect everyone, please do not enter our mills or offices
  
- **Face-to-face meetings**
  - At this time, we have asked our Sales Reps not to have face-to-face meetings
  - We can service your needs over the phone or we can set up a virtual face-to-face meeting using technology such as Zoom
  
- **Hours of Service**
  - Hours of service will continue to be monitored
  - We continue to monitor on a daily basis the needs and requirements
  - We will do our best through these times to service your needs. Our capabilities will be determined by the health of our valued employees
  
- **Vaccination Services**
  - You will be contacted via text message to schedule vaccination services
  - To protect the health of you and our valued workforce we will practice social distancing for all visits and kindly ask that you stay away from the barn during our visits
  
- **Emergency health issues at your barn**
  - Please contact your sales rep; we will work with you to address the issues in the safest manner possible
  - Where necessary, we will make visits but will be asking you to use different procedures to minimize contact

- **Flock results and Feed Summaries**
  - We will be making provisions to provide you with this information electronically or by using drop-offs at your farm
  - Please sign up to make payments electronically. You can contact Sylvie Atwell at 519-262-3511 ext. 262 or [satwell@hdc.on.ca](mailto:satwell@hdc.on.ca) or Buddy Richardson at 226-927-9093 or [brichardson@hdc.on.ca](mailto:brichardson@hdc.on.ca) to make those arrangements
  
- **Communications**
  - Visit our website for the most up-to-date information: <https://hensallco-op.ca/COVID-19.htm>
  - We continue to update Twitter: [@HDCFeed](https://twitter.com/HDCFeed)