

For our Crop Retail Customers New 'Plant 2021' Procedures



- **For pickup at a location**
 - Please 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 at all locations and warehouses
 - We will be limiting access to various areas; a change in the way we do business but a necessary one
 - Masks are mandatory at all Hensall Co-op locations
 - Please practice the appropriate social distancing when on site by keeping 2 metres between you and anyone else
- **For your immediate Seed, Fertilizer, Crop Protection needs**
 - Contact your Field Marketer to arrange pick-up or delivery of your products
 - We continue to monitor the health of our valued workforce and will use COVID-19 screening and practice social distancing for all deliveries
- **For Custom Application**
 - Work with your Field Marketer to get your crop plans and field maps into FieldTrace®
 - Our locations will be using FieldTrace® to dispatch our custom app fleet across the region
- **For Deliveries**
 - Contact your location or Field Marketer to arrange delivery of product
 - Given the ever changing landscape, we would encourage anyone that knows their needs for Crop Protection as well seed order to arrange delivery or pickup as soon as possible
- **Face-to-face meetings**
 - At this time, we have asked our Field Marketers not to have face-to-face meetings
 - Please feel free to contact your Field Marketer to discuss any of your needs or concerns
 - Field Marketers 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
 - If there are any crop protection, seed you can take delivery of now that is in inventory would greatly appreciated
- **Communications**
 - Visit our website for the most up-to-date information: <https://hensallco-op.ca/COVID-19.htm>
 - We continue to update Twitter: [@HDCAgronomy](https://twitter.com/HDCAgronomy)
 - Our Hensall Co-op Agronomy Alerts will begin again in April and continue through the growing season – If you do not currently receive the Ag Alerts but would like to, please sign up [here](#) and be sure to check Ag Alerts at the bottom of the form (as well as any other emails you wish to receive).