

## For our Crop Retail Customers New 'Plant 2020' 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
  - 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 Field Trace. Our locations will be using Field Trace 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 – sign up [HERE](#)