

## For our Grain Marketing Customers New Contact Procedures



- **We are operating with our normal hours** (during market hours)
  - Please call as you normally would to market your crops
  - We will do our best through these times to service your needs. Our capabilities will be determined by the health of our valued employees – please be patient if there are delays in answering your calls
  
- **For cheque pickup at a location**
  - Call ahead so we can 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
  - We encourage you to ask us about signing up for direct deposit to receive your payments electronically
  - We can also mail your cheques
  
- **For Deliveries to our Mills and Elevators**
  - Please have your drivers follow signage and stay in their 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 team 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
  
- **Communications**
  - Visit our website for the most up-to-date information:  
<https://hensallco-op.ca/COVID-19.htm>
  - We continue to update Twitter: [@HDCGrain](#)