



30 East Main Street P.O. Box 38 Albert City, IA 50510
For The Location Nearest You Call: (712) 843-2291 or (800) 242-5022 Fax: (712) 843-2018

Re-Open Phase for Customers/Visitors:

While the number of COVID positive cases in our trade territory continue to decrease, we feel it is important to continue prevention protocols at Ag Partners facilities. This is to ensure the health and safety of our employees, customers, and communities. The current expectations are listed below.

Effective Monday, March 15, 2021: Ag Partners will Re-open to Customers

The following are the customer service protocols we will follow:

Location offices will be open to customers.

1. Business is still recommended to be completed electronically, over the phone or through mail where/when feasible.
2. Customers/Visitors should self-monitor for COVID symptoms, prior to the arrival at an Ag Partners' facility. Customers/Visitors experiencing symptoms or exposed to COVID within the last 10 days should refrain from entering Ag Partners' facilities.
3. Customers/Visitors are required to wear masks when in an Ag Partners' facility.
4. Customer meetings will require masks by both parties and should be conducted in a meeting room rather than a small office. Masks may be removed when seated at the meeting and socially distanced.
 - Refusing to wear a mask is not an option. The meeting should be rescheduled virtually or by phone, if unwilling to wear a mask.
5. Customers will be given the most direct path to the meeting place, avoiding contact with other employees.
6. **Food or beverages:** will not be provided to customers at any locations.
7. **On-Site Meeting Protocol:** Small group meetings may be held at Ag Partners' facilities, ensuring there is adequate space to social distance (6' apart) in the meeting space. Face masks should be worn; when seated **and** social distancing, masks may be removed.
8. **Off-Site Meeting Protocol:** Group meetings greater than 15 attendees will be held off-site and needs to be approved by appropriate member of management. Face masks should be worn; when seated **and** social distancing, masks may be removed.
9. **International Travel:** Following CDC guidelines, customers/visitors who have recently traveled outside of the US, should refrain from entering an Ag Partners' facility for 10 days after returning to the US.

Please do not enter an Ag Partners' facility if you are experiencing COVID symptoms or have a recent household exposure.

Thank you for helping keep our customers and employees safe during these unprecedented times!