

COVID-19 FAQs for Co-ops

April 1, 2020

Suggested message for member Co-op website:

To our customers and employees:

We are committed to doing all we can to protect the health and safety of our employees, our customers, and our communities. Co-op is an essential business involved in agriculture, and we have an obligation to continue to stay open and provide the products and services that our farmers and our customers require. It's our duty. In the meantime, we are doing all we can to help combat the spread of the coronavirus. We also want to keep our customers and employees informed and equipped with the latest information.

Here are some frequently asked questions (FAQs) and information regarding Co-op's approach to serving our communities during the coronavirus pandemic.

Will you be adjusting your operating hours?

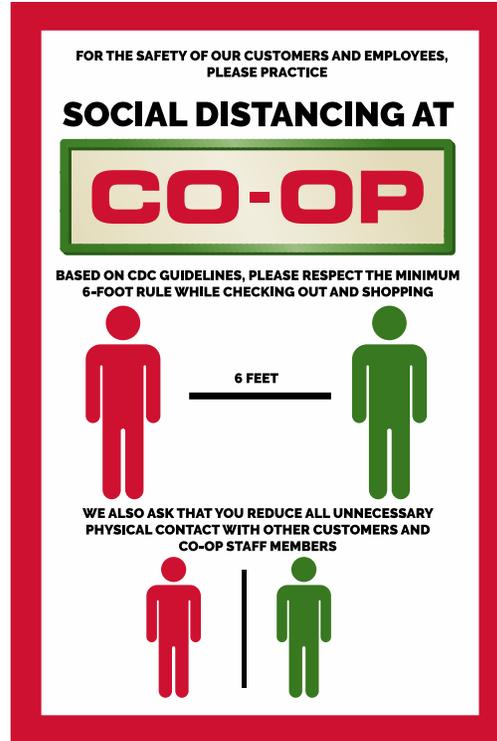
It's best to contact your local Co-op directly or to consult its website or social media for the latest developments in operating hours.

Additionally, many Co-ops are encouraging customers to call in orders and take advantage of curbside or dock pickup when possible. This will enhance safety for customers and employees alike during this critical time.

How are your stores meeting recommendations for social distancing?

All Co-ops are asking customers to practice social distancing by standing 6 feet away from all checkout counters. Lines are clearly marked where customers may begin to wait until the sales employee instructs them to step up to the counter in 6 foot increments. These points are also marked to indicate where customers should stand in line to ensure they are keeping their distance from other customers.

New signage has been placed throughout the stores to provide instructions to our customers and employees on these key changes to our customer service.



Do you have alternative ways for customers to get through a transaction?

Customers may currently pay with credit card. We are asking to minimize cash transactions. Customers can also use their CFS accounts.

Are you taking extra precautions to keep your stores clean?

We have put in place enhanced cleaning and sanitation procedures that meet CDC guidelines. Employees are cleaning frequently throughout the day to ensure the store is safe for everyone. Our employees are taking proactive steps such as wearing gloves and, in some cases, masks, during these procedures. Store employees are increasing the frequency of daily cleaning procedures including cleaning high-traffic areas such as counter tops and point-of-sale locations.

What happens when there is a confirmed case of COVID-19 in your store?

We are committed to providing a safe environment for our employees and customers. When notified of a confirmed case of COVID-19 in a store, we will follow our established protocols and CDC guidance. From there, we identify and contact individuals who may be at risk in order to self-quarantine or self-monitor their health depending on the situation. We will also take steps to clean and disinfect the location, which may include temporarily closing a store.

Co-op will pay employees for up to the first two weeks of their absence if they contract a confirmed case of COVID-19. The team member will not be required to use paid time off (PTO) or vacation time, and/or apply for disability benefits.

Why is Co-op keeping its stores open, in spite of the stay-at-home orders put out by our state and local governments?

Co-op employees are playing a critical role in providing farmers and other customers critical products they need for their farming operations, feeding pets, and maintaining safe and healthy households. Agriculture simply cannot shutdown as a precaution. Our country needs a dependable and stable source of food and fiber, and the activities and businesses like Co-op, which provide vital support, must continue to operate.

We are closely monitoring this situation and will adjust our business operations and policies based on all federal, state, and local health advisories. We are also monitoring the CDC website and other communications, as well as other health organizations. In most if not all of these cases, the state or local government continues to ask essential businesses like Co-op to remain open at this time. As this situation evolves, we are actively reviewing our policies, procedures, and operations to promote the safety and well-being of our employees and customers.

What is the expectation for employees who aren't feeling well?

All employees who are not feeling well and have symptoms associated with COVID-19 are told to stay home and contact their primary care physician. We have protocols in place to self-isolate employees who are diagnosed with COVID-19 by test or who have been given a presumptive diagnosis of COVID-19 by their primary care physician, and corresponding guidelines for other employees who have had close contact with the person with symptoms.

Would hourly employees be paid if they take sick time due to a COVID-19 incident in store, or are diagnosed with COVID-19?

During the coronavirus (COVID-19) pandemic, our focus continues to be supporting our employees, who are on the front lines as we navigate this difficult time in our country. To help our employees through this period, we've made several key changes regarding pay and benefits, including:

- Relaxing our attendance policy for hourly employees through the end of April, permitting employees to stay at home due to concerns surrounding COVID-19 for situations including childcare needs due to school closures, or if employees are showing flu- or COVID-19-like symptoms such as fever, cough, or shortness of breath.
- Paying employees for up to the first two weeks of absence if they contract a confirmed case of COVID-19. The employee will not be required to use paid time off (PTO) or vacation time, and/or apply for disability benefits during this time. If employees are unable to recover and return to work after

two weeks, an additional pay option may be available via disability leave.

- Ensuring that if a store, office, distribution center, or other company workplace location falls under a mandated quarantine, any impacted employees will be paid for their absence without requiring the use of PTO.

We are continually monitoring the situation and actively reviewing policies and options for employees, and we're committed to taking the most appropriate steps necessary, in the best interest of our employees and customers. We are demonstrating our commitment to our customers, our farmers, and our employees as we make thoughtful decisions on how we work to ensure our stores are fully functional and operational during this critical period.

How else are you supporting your team members during this time?

Additionally, as part of the Co-op Benefit Plan, employees covered by the Co-op health care plan have access to PhysicanNow® telehealth service that allows them to get treatment through this service without going to the doctor office and sitting in the waiting room.

We appreciate your business, loyalty, and understanding during this difficult time.

Stay healthy, and continue to be responsible at work, at home, and in our community.