

March 17, 2020

To: Sunrise Customer-Owners

From: George D. Secor, President/CEO

RE: Coronavirus (COVID-19) Update – Sunrise Facility Public Access Restricted

At Sunrise Cooperative, Inc. we are continually monitoring the novel Coronavirus (COVID-19) pandemic and its effects not only in Ohio, but globally. We will follow guidelines set forth by Ohio Governor Mike DeWine and the Ohio Department of Health.

Initially, with direction from our Board of Directors, we put into effect plans to move all our Sunrise facilities to essential operations only over the course of the next two weeks. However, with continued precautionary measures for the spread of COVID-19, effective immediately we will restrict public access to all of our facilities. The restricted public access protocol will be in effect beginning on Wednesday, March 18, 2020 and remain in place until further notice.

We will remain open; we will just need to conduct business in a different way. The following restricted and/or limited public access protocol we would like to make you aware of is:

All facilities will be locked. No facilities will be open to the public. All locations will be staffed with limited employees; however, they will remain locked from public foot traffic. Only Sunrise employees will be allowed inside any buildings. If you would need to drive onto our property, please call ahead. We will have signs on all our facilities with a contact number for each location.

Essential operations only. All facilities will still run essential operations only, with minimum workforce. For the safety of our employees, we are rotating our employees so there is limited interaction as possible.

Limitations of in-person meetings. To help with the personal interaction and passing of COVID-19 we are asking that all communication is done by phone, email and/or text as much as possible.

Call ahead for pick-ups and deliveries. If you need to pick-up or make a delivery at any facility, please call ahead to make arrangements. This will allow the employees at the facility to be ready for you. If you are picking up something, they will have it ready for you on the dock. You may pull up and load. If you would need assistance with loading, please call when you arrive on our property, stay in your truck and we will load it for you. These steps will help to ensure social distancing. For those that find it essential to visit a facility, we ask that you please only do so if you are not experiencing any symptoms of the coronavirus.

Energy and feed deliveries. All energy and feed deliveries will be done with continued efficiency and diligence. They have been instructed to limit their interactions onsite.

Propane cylinder refills stations. Propane cylinder refill stations at our Springfield and Wilmington locations will remain open, however, you may only pay by cash or credit card. Please call ahead if you are coming so we can plan accordingly and if possible, you can make your credit card payment over the phone ahead of your visit. When you arrive, please limit your time outside of your vehicle.

Making payments. We ask that if you want to make a payment with a check that you send it to the Sunrise Corporate office at P.O. Box 870, Fremont, OH 43420. You may also pay online through our eAgVantage portal. Visit our Sunrise website at www.sunriseco-op.com and click on Customer Login to pay your account or to get an online account set up.

COVID-19 is ever-changing and we will continue to make adjustments as needed. Ultimately, the safety and health of our customer-owners and our employees is our number one priority. This is going to be a team effort and it is going to take all of us working together to get through this.

Thank you for everyone's understanding and your continued business.