

March 19, 2020

To: Sunrise Customer-Owners

From: George D. Secor, President/CEO

RE: Update on Coronavirus (COVID-19) – Thank You & Procedure Reminders

First and foremost, thank you for your support and understanding as we work together during this unprecedented time and all the unknowns that surround the Coronavirus (COVID-19). As we have previously said we will continue to operate all of our facilities, however with restricted access and a limited workforce. These steps have been taken as measures approved by the Board of Directors to help in the prevention of the spread of the virus.

Continued communication will be important while we work together through this challenging time. We wanted to be sure to address some key areas as we prepare for spring.

**Product Pick-Up and Delivery.** If you are certain what products you will use this spring and are able to store these items at this time, then yes, please come and get them, or we can arrange for delivery. Just call into the branch and they can get things set up. Our inventory is good, we just want to be able to move product as much as we can now, so we can bring more in. There is not a need to worry about our inventory, we are looking to be as proactive as we can and get our customer-owners ready to go for spring.

**Fertilizer – Will we have enough?** We have been working diligently to position ourselves with N-P-K, and therefore do not see any problems. Storage is the limiting factor for anhydrous, and we are fine at this time. Currently with Urea we are at 70-75% capacity and we do not see a real issue. When it comes to nitrogen, we have options, as we have plenty of 28 on Sunrise property that we can move between locations.

**Payments.** As we stressed before, please do not bring a check into a branch to make a payment. 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](http://www.sunriseco-op.com) and click on Customer Login to pay your account or to get an online account set up.

**Propane Deliveries.** We will continue with our propane deliveries. The only difference is to minimize contact we will not be leaving a delivery ticket on your door. We will mail all delivery tickets to your house.

**Employee Temperature Readings.** Changes and updates are coming rapidly from Ohio Governor Mike DeWine. The latest request is that all businesses take the temperature of every employee before they start work each day. If any employee shows an elevated temperature, they will be asked to go home that day and not return to work until their temperature has returned to normal. Sunrise will begin to implement a process to check the temperature of all employees scheduled to work on a given day at every facility. This protocol will remain in effect until further notice. The branch manager at each location will check every employee's temperature upon an hour of their arrival to work and at the end of their workday.

**Community Support.** At this time it is important that we continue to support our local communities. As much as we can continue to give back to the local businesses is huge. The impact of COVID-19 has impacted people and businesses in different ways, so we want to remind everyone to keep your local communities in mind.

We continue to stay as healthy as we can at each of our facilities. We encourage each of our customer-owners to practice your own diligence at home to keep your families healthy and safe as well.

Things are going well, we do not see any major disruptions, aside from the restricted access, but that is going well. It just takes communication. Thank you for everyone's efforts and your continued business.