



Addieville
424-7736

Lumberyard
243-6137

Mascoutah
566-8248

Okawville
243-5293

PARTNERS IN SUCCESS

Pierron
654-9804

St. Libory
243-5053

Trenton
224-7332

Venedy
824-6565

To Our Valued Customers:

The continued safety and wellbeing of our employees, customers, and members is of utmost importance. We are updating you today to address our current concerns regarding the COVID-19 virus as it hasn't gone away yet. To ensure the health and safety of our customers and our employees, we will continue our increased health and safety protocols at this time.

These have been unusual times that we experienced so it is still necessary to do unusual things. Never forget we value all of you as customers and these decisions haven't been taken lightly as we discussed and implemented them! Ultimately they are our best efforts at keeping our employees and customers safe and healthy. If we aren't healthy we will be unable to provide the vital functions that you depend on us for as: Fertilizer and chemical application, feed delivery, building supplies, propane delivery, dumping grain and picking up grain on your farms.

Continued policies:

- In order to eliminate employee exposure, access into Top Ag offices will remain by appointment only. If you need to visit one of our locations, please call ahead of time.
- All grain checks will be sent out by mail. If you are needing payment for your grain, call the office and we will work to get it sent out within 24 hours.
- Farm sales calls are now allowed, but our employees will exercise best practices when conducting them. When at your farm we ask that you practice social distancing, meet in well ventilated places, and not exchange things as pens etc...
- When loading/unloading grain, feed, or agronomy products stay within your vehicle to limit contact with Top Ag employees.
- When ordering feed, fuel and agronomy products please use the phone.
- Truck scale tickets will be delivered to you at the door. Please do not enter into the scale house/office to obtain your scale ticket.

I understand this has created some inconveniences for both you and Top Ag employees, but it has worked so far and will be temporary!

This is a difficult time, but we must take proactive measures to protect our employees and to follow state policies. We will responsibly for you, for your coop employees and for the overall benefit of your cooperative. Everyone's continued cooperation with these increased safety protocols is greatly appreciated. Hopefully it will be behind us soon! We will continue to send updates as the situation warrants.

Kevin Hartkemeyer
CEO/GM
Top Ag Cooperative, Inc.