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March 18, 2020

To our Valued Customers,

At the present time there is a great deal of uncertainty concerning the COVID-19 virus so we are writing to share with you the actions Shur-Gain/Trouw Nutrition is taking across our entire operation, to safeguard the health and well-being of our customers, our employees, and our communities. These measures will be applied for our Yantzi's facility and customers.

We feel it is important to communicate our commitment to serving you and to safe practices in the delivery of feed, on farm services, and visits to our site. It has never been more important to keep your family as well as our employees safe and healthy by implementing processes to reduce the risk of spreading this virus.

That is why we are implementing a series of measures as follows:

1. We respectfully ask people to refrain from visiting our site.
2. Deliveries and ordering of products will continue as usual
3. Drivers delivering corn and picking up feed are asked to stay in their vehicles.
4. For on farm deliveries we ask everyone to maintain a safe distance to help reduce possible virus spread.
5. Sales staff are temporarily pulled off the road to reduce risk. They are 100% available by phone/email for troubleshooting, feed programs or to pick up samples with no close contact.
6. We ask that if you are picking up bagged orders you try to refrain from entering the office. Call the office ahead of time with your estimated time of arrival and the products you require. We will then direct you to the warehouse for pickup and ask that you remain in your vehicle. Alternatively, you can request a bag delivery and we will do our best to fill your order.
7. Please note that our Pride Seed pickup days that were scheduled for the week of March 23rd have been postponed until further notice. Feel free to contact your sales representative to discuss in more detail.

Shur-Gain/Trouw Nutrition have measures in place to operate at full capacity, we do not expect disruptions in our supply chains. Trouw Nutrition is a global leader in animal nutrition network and we are doing everything we can to minimize any disruption.

We appreciate your business, we will continue to focus on keeping our employees healthy and our trucks running to serve and support our customers. We will remain diligent and adaptive as any further developments unfold with COVID-19 status, policy and protocols.

If you have any questions feel free to contact your Sales representative.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Ryan Yantzi', written in a cursive style.

Ryan Yantzi
Operations Manager – Yantzi's Feed & Seed
A Division of Trouw Nutrition Canada Inc.