



445 7th Street NW
West Fargo, ND 58078
Phone 701-282-8118
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May 6, 2020

RE: COVID-19

To all of our valued customers,

On April 23rd we shut down all facets of our West Fargo location due to a handful of positive test results of COVID-19 while maintaining operations at our Egan, Mandan, and Brandon locations. We immediately hired a professional cleaning crew to disinfect and sanitize all areas of that location including; work stations, common areas, forklifts, shrink wrappers, mixers, delivery vehicles, etc. On April 25th we had all employees from the West Fargo location tested for COVID-19 (regardless of symptoms), and worked with the ND Department of Health to plan return to work timelines for all staff based on those test results. Agassiz West Fargo opened for business again on Monday the 27th with a very limited crew, but continued to add back staff as they were released by the ND Department of Health during the week.

We ramped up our safety precautions even further to ensure the safety of our employees and customers. The following procedures continue to be in place:

- No one other than an Agassiz employee is allowed in any of our buildings.
- Drivers, customer pick up's and anyone who has a pick up/drop off can call our office (please give 24 hours advanced notice where possible) and we will load your vehicle while you stay in the cab.
- If we are delivering to you, we will call in advance and our drivers will stay in their vehicle.
- All employees are wearing PPE including masks, gloves, and face shields (when necessary).
- Ongoing sanitization of work spaces, common areas, surfaces, vehicles, mixers, etc. occurs several times per day
- We have installed additional portable bathrooms to keep employees from being in close proximity to one another.
- We have additional hand washing stations on order.
- We are practicing social distancing by keeping at least 6' apart.
- We are also disinfecting every outbound pallet with a bleach solution.

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We are happy to announce that we are now running nearly 100% again! We still expect some delays as we catch up on all of the work that we were not able to keep up with while utilizing the minimal staff upon our “soft start” on Monday April 27th. We are working late, and over the weekends to catch up during our (and your) busiest time of year.

We are proud of all of the staff at Agassiz Seed & Supply for stepping up during this unprecedented time. Our Eagan, MN location did a phenomenal job of handling all phone calls from April 23-May 1. Our Brandon, SD, Mandan, ND and Eagan, MN locations did an outstanding job ramping up to cover emergency orders via our vehicles and common carriers.

Most of all, we are proud of our customers and want to take this opportunity to say THANK YOU! YOU remind us why we continue to put in the extra hours and go the extra mile. Your patience and understanding were exactly what we needed during this time. We look forward to continuing to step up our service to you to make up for any disruption we caused your business.

If you have any questions regarding this, please feel free to reach out to me or any one of our staff – the one thing we can really promise you at this time is transparency.

Sincerely,

Chris Alberty

Chris Alberty
President

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