



As Chandler Feed continues to navigate the ever changing COVID – 19 environment the following temporary policies will be imposed starting **March 25th, 2020**. Policy changes are a direct result of efforts to keep our employees, their families, and our communities safe and healthy. The goal is to keep Chandler Feed operations functioning while limiting face to face contact over the next few weeks and our hope is that these temporary policies are lifted just as quickly as they have been implemented.

Customer Feed Pick-Up

We ask that you follow the following procedures when picking up feed.

1. Call the pick-up location in advance so we can get your order ready
 - Chandler – 507-677-2237
 - Edgerton – 507-443-5381
 - Hardwick – 507-669-2115
 - Leota – 507-443-5381
 - Woodstock – 507-777-4131
2. When you arrive please call the location and let them know you are here.
 - Office personnel will let our warehouse staff know you are here, and they will load you.
 - Please indicate your payment terms and our office staff with either take your credit card information or tell you the payment amount.
 - Customers wanting to pay cash will need to have exact change at this time.
3. Stay in your vehicle:
 - We will load your order and inform you when done.
 - A ticket will be provided, and you can give the attendant your cash or check at that time.

Inbound Bag Feed Ingredients

1. Call the drop-off location in advance so we can get an idea of your arrival time
 - Chandler – 507-677-2237
 - Edgerton – 507-443-5381
 - Hardwick – 507-669-2115
 - Leota – 507-443-5381
 - Woodstock – 507-777-4131
2. When you arrive please call the location and let them know you are here.
 - Inform the office what ingredient you are dropping off, the supplier, what quantity, and BOL number.
 - Stop in Chandler Feed lot, open doors and place paperwork on pallets to be unloaded.
 - Backup to dock and stay in your truck. Chandler Feed will unload pallets
 - After product has been unloaded from truck, you will be informed when you are free to pull away and secure your trailer doors.
 - We ask that you remain in your cab unless authorized by a Chandler Feed representative.
3. Please stay in your vehicle:
 - We ask this to help protect you, our employees, their families and our community.

Inbound Bulk Ingredients

1. Call the location in advance so we can get an idea of your arrival time
 - Chandler – 507-677-2237
 - Edgerton – 507-443-5381
 - Hardwick – 507-669-2115
 - Leota – 507-443-5381
 - Woodstock – 507-777-4131
2. When you arrive please pull on the scale and wait for a Chandler Feed Representative to run out get your paperwork and hand you a sample bag.
 - Wait for scale to capture your weight and give a signal to proceed to receiving bay.
 - In the bay please wait for an indication to exit your truck and open hoppers.
 - Proceed to unload when given a signal to do so.
3. We ask that you practice strict social distance practices while unloading and working with our staff to offload bulk ingredients. This includes:
 - Maintaining a six-foot distance from Chandler Feed Staff
 - Avoid physical contact such as shaking hands.
 - Please do not wait in any of our normal common areas such as mill office, or bagging room.
 - If you need to get out of the elements, please return to your truck.
4. Once load is empty return to scale and someone will run paperwork out to you and get sample bag from you.
 - We ask this to help protect you, our employees, their families and our community.

Inbound Grain

1. Call the location in advance so we know that you will be hauling grain.
 - Chandler – 507-677-2237
 - Edgerton – 507-443-5381
 - Hardwick – 507-669-2115
 - Leota – 507-443-5381
 - Woodstock – 507-777-4131
2. When you arrive please pull on the scale and wait for a Chandler Feed Representative to capture your weight and signal you to the pit.
 - Proceed to unload when given a signal to do so.
3. Please remain in your vehicle.
 - CFC staff will open your gates, grab a sample and return it to the office for you.
4. Chandler Feed will bring the scale ticket to you please remain in your vehicle
 - Scale tickets can also be viewed on our App.

Sales Calls

Chandler Feed Co cares for the health and safety of our team members and customers. As we navigate through this Coronavirus outbreak, we must implement some very important protocols to help slow the spread of the virus in our small communities and protect those we love.

Effective immediately until further notice:

- Chandler Feed Sales and support staff will limit exposure by using technology (Phone, Email, Text) to communicate with our clients and avoiding face to face interactions. Regular visits to farm will be made for emergencies or by appointment only.
- If in person visits are necessary, a 6-foot self-distancing practice should be in place.

If you have any questions about the covid-19 virus or have safety concerns, please contact your Chandler Feed Representative.

COVID-19

Signs and Symptoms:

- Fever
- Cough
- Shortness of breath

Remember the following:

- At all times use common sense regarding your interactions with other.
- Stay at home if you are sick
- Wash your hands frequently with warm, soapy water for at least 20 seconds.
- Cover your mouth with tissues whenever you sneeze, and discard used tissues in the trash
- Avoid people who are sick with respiratory symptoms.
- Clean frequently touched surfaces

We are taking this virus seriously and ask for your continued understanding as we navigate through this time together. The temporary steps we are implementing will hopefully allow us to continue our service with limited interruptions. We hope you and your family will remain healthy through this unprecedented outbreak.

If you have any questions feel free to call our Main Office at 507-677-2237