

March 17th, 2020

Dear Heartland Co-op Member,

The recent COVID-19 outbreak has generated communications from a multitude of sources. The nation is taking quick action to slow and minimize the spread of COVID-19. Heartland Co-op recognizes the dangers this virus presents and the importance of keeping you informed about our intentions as we move into the spring planting season.

Heartland Co-op understands your daily needs to deliver grain and purchase feed, energy, and crop inputs in a timely manner. We realize crops may be planted within the next 30 days. We are taking every possible action to keep our locations open and staffed recognizing that "mission critical" personnel must be in place to assist and fulfill your needs. That being said, please remember we are in uncharted waters with ever-changing conditions, information, and government proclamations. We ask your support and cooperation as we adapt to this new challenge.

Some specific actions include:

- Limiting unnecessary travel.
- Limit exposure to patrons during delivery or pickup of grain, feed, crop inputs.
 - Developed and implement a feed mill operations and delivery plan.
 - Pre-season delivery of seed, ag chemicals, and other crop inputs at your earliest convenience.
- Utilize phone, texts, e-mail, and our website for timely communications.
- Adhere to the governmental guidelines to minimize group gatherings to 10 or less. We need your cooperation to minimize personal interactions, if possible.
- Be supportive of individual employees that may be exposed to COVID-19, have immediate family members that have been exposed, and/or working parents that have schools or daycare closed.
 - A separate letter has been sent to employees to outline specific parameters for working through this event including criteria for a 14-day self-quarantine if deemed appropriate.

Heartland's board and employees believe we can work through this event in a calm and professional manner. We will do our best to provide open and transparent communications to help you meet the challenges ahead. Heartland Co-op is truly committed to "helping farmers produce and market profitably".

Sincerely,

A handwritten signature in cursive script that reads "Tom Hauschel".

Tom Hauschel, CEO