



March 18, 2020

LETTER TO CUSTOMERS: CHANGING OPERATIONS AS WE NAVIGATE COVID-19

At Mercer Milling it is our top priority to deliver to you timely, high-quality, safe products.

With the current novel coronavirus (COVID-19) situation there is the possibility of restrictions and delays on the transit of products across states/regions. These decisions depend upon federal and state policies as well as our logistic partners.

Working together and anticipating restrictions imposed by COVID-19 is critical to maintaining a safe and regular operation. At this time, we are continuing to support our customers' critical service needs in alignment with local government, customer, and company restrictions. As this situation is incredibly dynamic, there are many possible issues that could disrupt our ability to service your business. We are working to mitigate these issues and will continue to provide excellent service to you for as long as we are able.

With this in mind, we will continue to strive to provide timely manufacturing and distribution of premixes and feed additives, while making the following adjustments to our day-to-day workplaces at Mercer Milling:

- No employee travel except pick up and deliveries
- Mercer Milling drivers are required to stay inside their vehicles and only enter customer locations as absolutely necessary. Please be aware that we do not want our drivers assisting with unloading deliveries at this time.
- Only Mercer Milling employees are allowed into our facilities. Delivery and customer pick up drivers will be asked to submit their paperwork at our warehouse door and return to their vehicle.
- Employees are required to self-quarantine in the event that they have had contact with an individual who has tested positive for COVID-19 or they exhibit signs or symptoms of COVID-19.
- All employees set up to work from home are doing so.

We appreciate your understanding and assistance in implementing these adjustments. We recognize that these changes may not be ideal, but we feel they are necessary as we continue

to focus on taking great care of our customers, employees, and vendor community. We may add additional adjustments in the future as more information comes available.

Sincerely,

Scott Lyndaker
General Manager
Mercer Milling Company