

COVID 19 (coronavirus) Response Plan

As many of you already know, the safety of our employees, patrons, vendors and others who visit the Rocky Mountain Supply locations is a high priority. It is in this spirit and the result of the pandemic, COVID 19, that we need to communicate the follow information and points of emphasis as to how we manage our way through this situation. It is our goal to both protect all who touch Rocky Mountain Supply and to provide the best opportunity for us to continue to accomplish our mission of serving our patrons in as seamless of fashion as possible.

To our patrons

- Our Administrative offices in Belgrade will maintain normal business hours of 8:00 am – 5:00 pm. Staff will be present as normal carrying out their duties in assisting to serve our patrons. However, we do ask that visitors and patrons only visit the office to address issues that can only be resolved through an in person visit. We encourage the use of telephone, email, fax and other means to communicate be used to help resolve issues and get questions answered. These processes and procedures apply to all other remote offices of Rocky Mountain Supply including Townsend Seed/Agronomy, Dillon agronomy and all retail store offices.
- Our retail stores will continue to maintain the normal business hours at each store. All customer service counters will maintain normal hours as well. Food service will maintain normal hours and offerings.
- Our Energy Division will maintain normal operations of fuel delivery to customer tanks and locations. We ask that patrons observe social distancing when interacting with any of our energy product delivery staff.
- With the spring planting season just around the corner, our agronomy locations will continue with normal operations and hours. We do however ask patrons to practice social distancing when interacting in person with any employee. Patrons will not be allowed to ride with our custom applicators at any time when applying product or traveling to/from field locations.
- Sales staff (agronomist, energy sales specialist, livestock nutrition sales specialist) will be limiting their time in the country and in-person contact. We encourage as much interaction between sales staff and patrons to take place through phone, email, fax or other mode which do not require in person contact. If in person contact is required, we ask that all involved to please practice social distancing.

To our employees

- Any employees exhibiting cold or flu-like symptoms (runny nose, coughing, fever, headache, body aches, etc.) are to remain home until all symptoms subside. Employees should be without a fever for a minimum of 24 hours.
- Sales staff (agronomist, energy sales specialist, livestock nutrition sales specialist) are to limit their time in the country and in-person contact. We encourage as much interaction between sales staff and patrons & vendor representatives to take place

through phone, email, fax or other mode which do not require in person contact. If in person contact is required, we ask that all involved to please practice social distancing.

- Employee travel: Business travel should be limited and approved by your supervisor before the date of travel. Personal travel to international and domestic destinations is discouraged. Any employees returning from travel to international destinations as well as the states of Washington, California and New York are required to self-quarantine/isolate for a minimum of 14 days.
- We ask all employees to do all they can to practice personal hygiene and keep their work areas clean and disinfected. Follow the CDC guidelines and protocol of washing your hands regularly with soap and water, if soap & water is not available use hand sanitizer, sneeze and cough into a tissue or your elbow, minimize the touching of your facial area, stay home and isolate when you are sick and practice social distancing of a minimum of 6 feet at all times.

It is our intent to continue to operate on a normal basis to serve the needs of our patrons. This is a critical time of year for all our patrons and local operations. Cattle ranchers are in the middle of their calving season, crops are soon to be planted and fertilized and the summer travel season is just around the corner. We remain calm, prepared and ready to service your needs.

Rocky Mountain Supply