

March 19, 2020

Dear Customers:

To support our community in reducing the risk of exposure, we are implementing appropriate health and safety measures at our facilities and offices. With this comes some immediate changes that we need to make you aware of:

On-Farm Visits: We take pride in providing one-on-one outreach to our customers. Today, that personal touch now carries risk. Therefore, until further notice, our teams will not be making on-farm visits. However, they will be available to you via phone call, text and email to discuss all of your spring planting requirements.

Restriction of visitors to our facilities: Our goal is to safely meet the needs of our customers. To limit our team's exposure, all public access doors will be locked until further notice. Staff will still be working on site to answer your calls for products and services and to arrange deliveries or product pickup. For those customers that would like to pick up their orders, please call ahead to schedule a time.

Personal Health Check – Have you experienced any of the following?

For those visiting our sites we will be asking everyone to complete the personal health check below before coming onto our sites. You will be asked the following questions:

Do you have any of the following symptoms of COVID-19?

-fever

-cough

-shortness of breath

Have you had close personal contact with anyone within the last 14 days who has **tested positive** for COVID-19?

Have you traveled outside of Canada in the past 14 days and

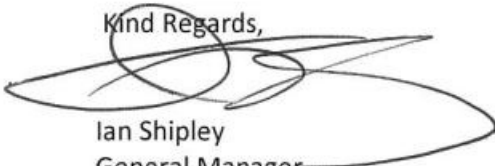
Are you self isolating?

If you answer yes to any of the above, we ask that you not enter our facilities. Instead, contact staff by phone call, text or email to receive answers to your product or service questions or to place orders.

Preparation for product supply. We have been working diligently over the past several months ordering and taking delivery of fertilizer, crop protection and seed products. Orders of these products have been flowing smoothly and we do not anticipate any disruption in supply.

We appreciate your business and cooperation as we navigate through these challenging times. We will continue to focus on keeping our employees healthy so that we can continue to support you, our valued customer. As we are all aware, things are evolving rapidly. We will work to stay abreast of any changes that might impact how we do business, so that we can continue to provide quality service. As we move forward through the challenges, we will do our best to keep you informed. In the meantime, let's all practice social distancing and good self care.

Kind Regards,



Ian Shipley

General Manager

Lakeside Grain & Feed Limited