

Hello, this is Charlie Grossenburg, with Grossenburg Implement. In light of the COVID-19 virus, we will be following federal guidelines and restrict access to our buildings. Our employees will still have access to the buildings, but the public will not. Why we are doing this is to keep our employees and customers healthy. As we get into this busy season we need to make sure our hub and employees are healthy and ready to go for this busy time. We have all the tools necessary to make spring planting as convenient as possible but our number one priority right now is to keep our employees and customers healthy that is why we are taking these actions.

Our employees are held very responsible for their actions during this time. It is important for employees to come to work and then when they're done to follow guidelines of staying at home, limiting travel and take this thing very seriously. If we do that we are going to be just fine. We will have signs outside the doors with sales, parts, service, and integrated solutions cell phone numbers to help you to know who to call. The hours will stay the same to provide you with the best service you expect from Grossenburg Implement. We have many tools out there that can help you with this: website, customer portal, remote display access, Facebook, and Twitter. We are going to do our best to inform you of changes that are to come, things that we see working, and things that aren't working. We will be updating you every day to give you the information you need to keep your business running smoothly. To help with part, service, and sales we have set up the following:

1. For parts, we will have a dropbox outside of the store and in multiple locations in the area listed on our website please utilize those when you need something we are going to work our best to get you the parts you need in the most efficient way possible.
2. Also, we will have a part's run on Wednesday in our South Dakota and Wyoming stores to get you the parts you need. Nebraska will be running a daily part run at their locations.
3. Also, our parts, service, integrated solutions, and store managers will have their cell phone numbers on our website to give them a call.

Also, with the volume of calls to location lines, they will be busy, so please call a salesperson and we will get the message to the person who needs it. We will continue to work hard for you during this uncertain time. Our tagline "Service... The other half of a great product." Has held true since 1937 and we have faced many difficult times since then till now. I can promise you one thing, that we are going to continue with that motto moving forward and we will get through this, I promise you. Our service will be there call us, work with us, we will get through this. We are all in this together.

Thank you!

Charlie Grossenburg  
CEO

