



**THE AG SHOP**  
AGRICULTURAL PARTS & SERVICE

To our valued customers,

These are unprecedented times as we deal with the global pandemic of COVID-19. Our business has implemented a number of steps to protect our employees, our customers and our business in this rapidly changing situation.

As we enter one of the busiest times in the agricultural calendar, we have taken several actions to ensure we do everything we can to minimise the spread of the virus. We want to ensure that our staff can continue to provide service and support to you throughout your seeding program, in a safe environment for us all. We need your help and cooperation to help implement these steps and thank you for this.

These actions include:

- o A sanitizing station has been set up at the entrance to the shop. Please stop and sanitize your hands before entering the store;
- o Our service desks have been changed to ensure that we can maintain social distancing at all times, along with closing off public access to certain sections of the store;
- o Our trading hours are Monday-Friday 8am-5.30pm and Saturdays 8am-12pm. We will be strictly enforcing our trading hours.

**We will not be open to the public before 8am in the mornings.**

This is so that we can sort and distribute freight and disinfect surfaces prior to opening. We need time in order to do this. We would like to thank you for your cooperation and understanding;

- o We are restricting face-to-face meetings and will be cancelling all travel rep visits;
- o We have done up order sheets for our customers. If you are not confident or comfortable to go out publicly, please ask us for a copy, give us a call or send us an email with your order, and we can package this and leave it in a safe area for collection by yourself at a later time;

As the situation continues to develop, we are closely monitoring the Commonwealth Government as well as State jurisdiction communications to ensure that our business and our staff follow all the mandated requirements as they emerge.

We thank you for your support and patience as we deal with this difficult situation. Let's stick together and emerge from this crisis stronger.

Please do not hesitate to contact us should you have any queries or concerns.

Regards,  
Andrew Mead