

March 17, 2020

To our valued employees and customers,

The COVID-19 health crisis is presenting challenges that are unrivaled in our lifetime. Our thoughts and prayers are with everyone affected by COVID-19.

Star Milling Co. has been carefully following guidance from the "Center for Disease Control and Prevention (CDC)", "OSHA Guidance on Preparing Workplaces for COVID-19" and listening to our health provider (Kaiser) as each day brings new challenges. The safety of our employees and customers is our first priority. We have implemented new procedures and policies to take care of our people, our customers, and our community.

Today, we are implementing these steps as this situation continues to evolve, building from the latest guidance. To help protect the health and safety of our customers and employees, Star Milling Co. will be operating under new procedures governing sales, production, transportation and our office. This means we will follow protocol new for all business, including:

- Per guidelines from public health officials, we will create space for customers to have safe social distancing while they are served.
- We will conduct all communication for Will Calls in the new Will Call window so that customers do not enter the Customer Service office. Bulk drivers will communicate through the Dispatch window, this is for everyone's safety. We want to support our customers and community by providing animal feed under these and further procedures that develop keeping everyone safe during this time.
- We will operate at our normal hours but please do not arrive too late, this will help us maintain a safe environment.
- Our offices and mill will be closed to non-employees. This will enable us to help prevent the spread of the virus to both our customers and our employees.

This approach will enable us to support social distancing of all personnel as advised by public health officials in an effort to reduce the spread of COVID-19, while still serving our community. We will continue to constantly evaluate the situation as news evolves, implementing any new actions as recommended.

Of course, customers are welcome to visit us online at Starmilling.com, by email, telephone and texting. We will continue to offer Will Call Pickups at a distance. Simply place your order as usual and when you come to pick up your order, stay in or next to your vehicle until instructed by one of our Employees.

We are deeply committed to our valuable team and appreciate their support during these times. All of our Star Milling employees and customers are encouraged to work together and communicate any ideas for best practices at this time so we can stay safe.

Thank you very much for your cooperation.

Sincerely,



William R. Cramer, Jr.
President, Star Milling Co.