

March 20, 2020

RE: COVID-19

Dear Valued Partners,

First and foremost, we want to start out by saying THANK YOU for letting our family help your family by being our business partners! These are certainly unprecedented times and we want to reassure you that we are monitoring the COVID-19 information daily and are developing proactive measures that will allow us to help keep each other, our families, customers, and communities as safe as possible while simultaneously tending to your needs. We spend all winter preparing and practicing so that we are ready to give you the best support in season and this upcoming season is no different. We understand that in spite of COVID-19 you will be farming and ranching to feed the world, continuing construction efforts in our communities, and doing all that you can from your post to make a difference in this life. In keeping with these thoughts, we are taking steps to mitigate the spread of COVID-19 and need your help so that we can efficiently continue serving your needs. We believe it's important for us to all stay focus on what we have control over and work together. If you have a need please communicate with us, we will do our very best to help!

Effective Immediately and until further notice we have communicated these measures internally:

- Reference the CDC COVID-19 website for information for personal/family prevention tips
 - <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>
- Be sure to wash your hands for at least 20 seconds with soap and water. If soap and water are not available, then an alcohol-based disposable hand wipes or gel may be used. <https://www.youtube.com/watch?v=d914EnpU4Fo>
- Sanitize everything that we touch after we touch it
- Sanitize everything the customers/partners touch after they touch it – enlist their assistance with this protocol when in the building
- Practice work place distancing – this is feasible for us with our small numbers
- Practice social distancing
- Keep fresh air circulating in the building as much as possible
- Team members that have been exposed to someone that is ill, have a family member in their home that is ill, or is exhibiting symptoms of illness have been instructed as follows:
 - #1 seek out a health care professional
 - #2 contact Rick or Anthony with findings and instruction from the health care professional
 - We are prepared to offer work from home and work isolation options where applicable
- We will continue to close at 5pm on weekdays and are implementing flex scheduling in order to minimize contact with others and help our team stay as healthy as possible
- Encourage our partners to use our SSS (Simple/Safe/Secure) buying experience. Customers can Shop on-line, submit an online credit application, then see a video or pictures of their custom package with the serial numbers on their phone or tablet. Offer a minimal contact contract with DocuSign at your facility after normal business hours or during delivery.
- Be innovative, bring ideas to Rick, Anthony, Katie, Jenny about how we can maintain business functionality safely

Partners we need your help too:

- SSS (Simple/Safe/Secure) work and customer experiences is our goal and here are some tools in our shed to help us navigate these changes in our environment
 - Resource our website and facebook page
 - We will be adding more features to these mediums as soon as we can get them online
 - Parts Orders can already be placed remotely via our website, email or phone - there is also an email link on our facebook page
 - Parts Diagrams for most of the manufacturers we support are available on our website
 - Parts Delivery to your vehicle will be available at both locations
 - We can shipping parts to you when it makes sense
 - Utilize parts drop sites when applicable – we are working on more locations
 - We will contact you with details once we have reviewed your order, be sure to include your preferred method of communication
 - Setup Service Appointments via our Website or email
 - We will contact you with options once we have the details of your request
 - Work with our sales team via phone, email, facetime, zoom, etc...

Respectfully,
Rick Messer, Regional Manager

Resources:

Website: <https://aenhk.com/>

Facebook: <https://www.facebook.com/Arnett-Enid-New-Holland-133349533412094/>

Instagram: <https://instagram.com/arnettenidnhkub>

Arnett Location: (580) 885-7555

Parts = partsa@aenhk.com

Service = servicea@aenhk.com

Sales = sales@aenhk.com

Administration = admin@aenhk.com

Enid Location: (580) 234-2668

Parts = partse@aenhk.com

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Sales = sales@aenhk.com

Administration = admin@aenhk.com