



March 24, 2020

## **A Message to Our Patrons Regarding COVID-19 and Our Business Operations**

CBH CO-OP is considered part of the essential critical infrastructure by the Cybersecurity and Infrastructure Security Agency (CISA) due to our role in energy as well as food and agriculture. CBH CO-OP has the safety of our employees and customers in mind as we temporarily alter our business practices to continue serving our communities to the best of our ability during what has been stated a global pandemic. At this time, we ask that you review the following modifications that we have had to institute in light of the consistent spread of COVID-19.

### **At Our C-Stores and Travel Centers:**

**Wyoming:** We have temporarily closed our Freshway kitchen in our Travel Plaza located in Gillette. The State of Wyoming required all dine-in services to be suspended until April 3, 2020 (there is a possibility that this date may be extended). The kitchen employees are currently being utilized to clean and sanitize our local public facilities such as fuel pumps and frequently contacted surfaces.

**South Dakota:** We have temporarily closed our dine-in area of the Travel Center in Belle Fourche as well as the trucker's lounge, though the showers are currently still available for use.

### **At All Other Locations:**

We would like to encourage our customers to limit contact by utilizing phone, mail, and email. If at all possible, please temporarily make all payments via mail, online, or over the phone. Avoiding face-to-face contact is a proven way to stop the spread of COVID-19 and reduces the risk of everyone involved. If there is a need to conduct critical business requiring an in-person meeting, please call and request an appointment and to confirm the availability of the facility and staff alike.

If at all possible, we ask that you limit your stops at our accessible facilities. If picking up feed, ag or lubricant products, please call, text, or email ahead of time so that we can prepare your order before your arrival and if at all possible, pay or charge in the same manner. Call when you arrive, and we will gladly bring your order out. We may see interruptions from suppliers, but our staff will help with substitutions if needed.

We understand that we will be required to adjust our practices over the coming days, weeks, and possibly months. We appreciate your patience and understanding as we move forward in our commitment to provide the best service possible at this time. We value your business, and we look forward to resuming normal business practices as soon as it is considered safe to do so. In the meantime, we will keep following the CDC's guidelines to insure everyone's safety.

Yours Truly,

CBH CO-OP Staff, Management, and Board of Directors  
*Always Running*

### **Locations Available for Curbside Pick-up:**

Belle Fourche Feed & Ag: (605) 723-3333  
Belle Fourche Lubricants: (605) 892-2940  
Belle Fourche South: (605) 892-2661

Gillette Elevator (307) 682-4772  
Gillette Country Store: (307) 682-4468  
Union Center: (605) 985-5253