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Twin Valley

Twin Valley Co-op Member Newsletter



JANUARY 2023 DIGITAL MEMBER NEWSLETTER

For a Printed version,
please visit a location or contact our Administration office

BIRTLE • MINIOTA • ELKHORN • ROSSBURN • RUSSELL



@TwinValleyCoop @CoopAgEquip

MESSAGE FROM DWAYNE MONCUR, GM



Hello and welcome to our latest newsletter. 2022 was a busy year, Twin Valley Co-op eclipsed \$100 million in sales for the first time! Inflation was a contributing factor, but we experienced real growth as well.

We are very excited about the construction of two major projects within Twin Valley, both expected to begin this Spring:

- The Russell Food Store project is progressing, however not as quickly as we had hoped. The tender documents have been sent out; and will close the first week of February.
- Tenders have also been sent out for the construction of a high-volume fertilizer plant. The plant will be located on highway 16, 1 mile west of the highway 83 junction.

We are exploring a few other opportunities but very preliminary at this time. Our Annual General Meeting will take place in April, please watch for details. We encourage you to attend the AGM if possible.

We were pleased to donate to many local organizations and service groups this past year, a total of \$89,164 and 1,828 volunteer hours. Thank you to our team members that volunteer their time in the communities that support us. Please remember to follow us on our Social Media platforms including Facebook, Instagram and Twitter. We share great information as well as post contest details and giveaways from time to time.

I would like to take this opportunity to thank our team at Twin Valley for the great work they continue to do to serve our members.

And as always, thanks to all of our Members for your continued support.

Dwayne Moncur, General Manager

Phone: 204-842-3290 Cell: 204-773-6543

Email: dwayne.moncur@twinvalley.crs

Twin Valley Co-op has donated
\$ 89,164
as of Nov 26, 2022

WE ARE WE ARE WE ARE MEMBERS OWNERS COMMUNITY

Our Team Members have volunteered in their communities
1828 hours

Twin Valley

Did you know?

We're giving back!

COMMUNITIES IN FULL COLOUR

You're at home here.

Twin Valley

Twin Valley Co-op offers our "communities in full color" paint philanthropy program every year.

We would love to help your organization by donating paint for your project! Applying is easy, just visit our website and select "Donations".

This program has assisted many local organizations including:

Birtle Curling Rink, Birtle Museum, Birtle Community Centre, Birtle Ag Society, Birtle Art Center, Elkhorn Daycare, Elkhorn Automobile Museum, Miniota Daycare, Miniota Community Center, Biel Community Center, Rossburn Trail Bathrooms, Russell Lots-A-Tots, Russell Girl Guides, Binscarth Park and Pool, Russell Library, and many more to come.

NEWS & UPDATES

Energy: Seems like in the blink of an Eye 2022 has come and gone. Happy New Year from Twin Valley Co-op Bulk Fuel Team, John Karen Tim and Dallas. We look forward to working together with you our valued customers. Let's make 2023 a great year!

Food Store: 2022 has been an exciting and challenging year for our food division. We have had to deal with many uncontrollable circumstances from logistics to product availability. In 2023 we would like to help our members by assisting in making your special event a success. From birthdays, to socials, to weddings, and any other event, we can help!

Don't see a product you would like? Let us know! Please contact any of our locations, we would be happy to assist!

Birtle 204-842-3391
Elkhorn 204-845-2428
Miniota 204-567-3601

Thank you for all your support in 2022! We look forward to working with all of our members in 2023.

Administration: Due to some technical issues with our E-Statement option, we have reverted back to paper statements. Please watch the mail for your statement!

Home and Building Supplies: With the close of 2022 and beginning of 2023, I would like to take this opportunity to thank our members for the tremendous support of your local Home Center. I am pleased to share with you some of the fantastic opportunities ahead for Twin Valley Co-op and our members in 2023:

- The lead times for hardware products are coming back to a more normal situation on most product lines.
- Lumber retail pricing has alleviated for the time being, as well as lead times for most lumber products.

As always, our home centers will be able to assist you in the completion of your projects. You can reach our Home Center locations at:

Birtle 204-842-3389
Elkhorn 204-845-2145
Miniota 204-567-3592
Russell 204-773-3917

Agro: With the arrival of a new year, we take a few moments to reflect on the challenges which presented themselves during the 2022 crop year, and the experience we gained working through them. The buzz word of 2022 was supply chain, and the crop inputs business was certainly impacted by it. From Glyphosate / Glufosinate imports, to the inflow of fertilizer, your Grow Team worked diligently to ensure that products were in place, when and where they were needed. The communication and strategic alignment between You, your Co-op Grow Team, and manufacturers, played a significant role in effectively meeting your input needs.

It is at this time of year that the Grow team will be reaching out to you for an opportunity to discuss your intentions for the 2023 season. By taking some time to share your crop plans, agronomic goals, and the financial investment you are planning to make, a strategic alignment can be created. Strategic alignment does not guarantee crop input plans will go unchanged though the growing season. But it does ensure that as a team we are working to navigate these changes without making sacrifices to agronomic and economic goals.

As your Grow Team we are excited to make 2023 a successful year for you our members/owners.



CREDIT DEPARTMENT

In our continuous efforts to set the standard for excellence in co-operative retailing, Twin Valley Co-op is pleased to offer a variety of credit options to approved members. Our credit forms for both Personal and Ag, or Commercial Applications can be found on our website at www.twinvalleyco-op.crs under More/Administration/Credit Applications.

The FCC Lead with Seed deadline for new applications or increases is January 31st. If you would like to apply or need an increase, please speak to your Agro Representative or Audrey. With this program, producers take advantage of having interest free and no payments until October 1, 2023.

FCC payments for the 2021-2022 Crop input term are due March 15, 2023. You can pay FCC directly online or at any of our Admin, Agro or Home Centre locations. Please ensure you obtain the balance owing on the day you intend to pay as interest is calculated daily. If paying at our locations, please ensure cheque is made payable to Twin Valley Co-op. If you require an increase to your current FCC Credit limit, please contact us.

Scotiabank Yield More Financing 2021-2022 Crop input term due date is Feb 23, 2023. As with FCC, if you require an increase to your limit, please speak with your Ag Representative or give Audrey a call.



In summary, financing options through Twin Valley Co-op are: FCC Crop Input and Lead with Seed, Scotiabank Yield More Financing and Agline. If you require more information regarding these options please see the contact info below.

Audrey Zenchyshyn, Credit Manager
Phone: 204-859-3299
Cell: 204-821-5689
Email: audrey.zenchyshyn@twinvalley.crs

Reflecting on our Communities in 2022

You're at home here

 Twin Valley

"You're at home here" Community Fund

Is your community organization planning a large scale project?

Twin Valley Co-op has implemented a "You're at Home Here" Community Fund that will allow the Co-op to substantially commit to larger scale local initiatives that request funding that are outside the parameters of our current Community Support Fund. The Board of Directors reviews donation requests exceeding \$2,000 twice per year. Reviews take place March 1 and Sept 1.

Submit your application Now for our Spring 2023 Intake!

In 2022, the Board of Directors approved over \$43,000 in donations through this program!



Fuel Good Day was a huge success again in 2022! We were able to present the local Foodbanks with over \$2500!



Community Thank You Events!

Throughout August the Twin Valley Co-op team held appreciation BBQ's within Rossburn, Russell, Birtle, Miniota and Elkhorn. Members enjoyed Hot Dogs, Drinks and Chips on Us as a Thank You for being such valued members of Twin Valley Co-op!



Community Parades!

Who doesn't love a Parade! We were able to take part in some parades this year with Cooper!



Sports and Community Events!

Twin Valley Co-op is committed to the Communities we work, play and raise our families in! We have been honored to be given the opportunity to support many sports teams and events throughout the 2022 year and are thankful lots of these events are able to happen once again!



Archie 4-H
Beef Club



To find out how you can submit your request for support, please visit our website:

[Co-op In The Community | Twin Valley Co-op](#)

To see a list of all our local 2022 donations, please visit our website:

[2022 Member Relations Updates | Twin Valley Co-op](#)

CUSTOMER EXPERIENCE SURVEY

We have had some fantastic survey results and wanted to take this piece of our newsletter to Thank You for taking the time to send us your feedback!

Our Staff are pretty fantastic but it means so much more coming from YOU, our Members!

"The Staff at the Birtle Gas Bar are always there to help find or answer any questions you may have."

"Always a pleasure to shop at the Birtle Food Store—Derry is such a pleasant man & always willing to lend a helping hand!"

"Always friendly and quick to the pump!"

"Always fast, and friendly, and help you when needed. "

"Always service with a smile! "

"Jamie is a great guy to talk to. Always enjoy seeing him. Goes above and beyond to make me feel like family."

"Friendly, fast and efficient service. Always great service!"

"Outstanding customer service in general!"

"All clerks are friendly and helpful."

"You have an amazing young girl working there Chyan. She is a huge asset to the home centre, she is helpful and knows where everything is. Please treat her well, as she will bring you many customers with her knowledge."

"Trevor the store attendant was helpful in helping me out with choosing a gift. He also showed us the other items that may have been of interest. He quickly got us the sale item we came for."

"Dyllan is very friendly and I was impressed to see her addressing Members by their name. She was busy cleaning and organizing behind the counter where the tills are. She always seems very happy and has a positive attitude."

"Riley was very helpful."

"Always have friendly quick service."

"They, as always, are very cheerful and helpful and carried my groceries to my vehicle for me."

"Very knowledgeable staff. Always helpful and obliging. Cheerful and friendly."

"Brenda is very efficient, helpful and pleasant."

"Excellent service!"

How did we do?



Take our Customer Experience Survey and be entered to win a \$50 Co-op Gift Card



ENTER BY USING
QR CODE OR
OUR WEBSITE:

www.twinvalleyco-op.crs

Draw to be held the last day of the month.

"Kevin was a very pleasant person to talk to & if needed any assistance he was there."

"Kudos (as always) to Derry, Gladys and Ashley...friendly and helpful."

"It was a pleasant shopping experience."

**Please remember to keep sending us your Feedback!
You may WIN a \$50 gift card!**

SERVICE AWARDS 2022

25 YEARS OF SERVICE

Mike Fulcher - Birtle Food Store

15 YEARS OF SERVICE

Sabrina Kirdie—Birtle Agro

10 YEARS OF SERVICE

Allan Roe— Elkhorn Agro

Leslie Birch-Hayden—Russell Agro

Gail McMillan—Birtle Administration

5 YEARS OF SERVICE

Chyan Pennock—Birtle Home Centre

Karen Dube— Elkhorn Food Store

Kate-Lynn Hannam—Birtle Food Store

Ryan Kirkpatrick—Birtle Home Centre

TEAM MEMBER UPDATES

We are proud of our 'grown from within' philosophy at Twin Valley Co-op. Many of our department leaders today, began with a commitment to customer service and a desire to build their careers in our local communities. With these essential characteristics in hand, anyone can achieve growth within the CRS system.

Congratulations to these Team Members who have advanced to Leadership roles in 2022

Crystal Michalchuk

Jyl Oliver

Brody Kauenhofen

Justin Arnold

Natalie Brown

Nic Pouteau

Bobbi-Jo Foster

Lyle Asselstine

Lloyd Scratch

Darcy Rollo

Tessa Sheane

Katherina Rabek

Business Unit Manager—Russell

Food Store Manager—Miniota

Lumber Estimator Trainee

Lumber Estimator Trainee

Crop Supplies Manager- Birtle

Crop Supplies Manager- Miniota/Elkhorn

Agronomist

NH3 Manager - Birtle

Meat Supervisor Trainee

Grocery Supervisor Trainee

Grocery Supervisor Trainee

Grocery Supervisor Trainee



**Locally
Invested**

We are your neighbours. Doing business with your Co-op creates good jobs and economic activity close to home.

www.twinvalleyco-op.crs

