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Twin Valley

Twin Valley Co-op Member Newsletter



SUMMER 2021

BIRTLE • MINIOTA • ELKHORN • ROSSBURN • RUSSELL



@TwinValleyCoop @CoopAgEquip

Better Together. Stronger Together. As the agriculture industry changes from year to year, farms are getting bigger and crops are yielding more bushels. With these expansions, the demand for larger grain storage and diversified ag equipment is rising.

In January 2021, Twin Valley Co-op and Valleyview Co-op ag equipment teams finalized an agreement to join forces to lead this region in the ag equipment industry.

“Both Twin Valley and Valleyview Co-op have been in the ag equipment business for years,” said Chris Iverson, Agro Division Manager of Twin Valley Co-op. “Those businesses were built from member’s needs; now we look forward to working together as Co-op Ag Equipment to continue providing value to our members while using the collective strength of both retails.”

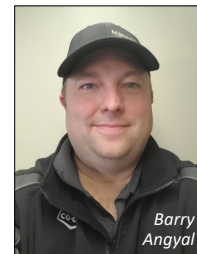
With substantial sales in ag equipment between the two retails, their strength will continue to grow, covering the large geographical area from the US border to north of Russell. One of their main reasons for working together was their expansion to the big bin industry.

“Whether your grain storage needs are 400 bushels or 40,000 bushels,” said Barry Angyal, Ag Equipment Manager, “the Co-op Ag Equipment

team has what you need. We are excited to continue working with our two manufacturing partners, AGI and Meridian who have both supported the backbone of the ag industry and have been a trusted source for bins and equipment on the farm for years.”

The Co-op Ag Equipment team has conveyors and all types of augers, including truck loading, swing and extend; all with options suited to your needs. With the increased volume in the equipment business, the Coop Ag Equipment team will also be able to ensure competitive pricing as well as free demos on site.

With the addition of Gary Goodridge to the Co-op Ag Equipment Sales Team, the team has strengthened their ability to cover the north and south region for all equipment sales. Gary brings a wealth of knowledge and experience to the Ag Equip team.



Barry Angyal



Gary Goodridge

Follow the Ag Equip team:
Twitter: @CoopAgEquip,
Phone: 1-877-403-3127



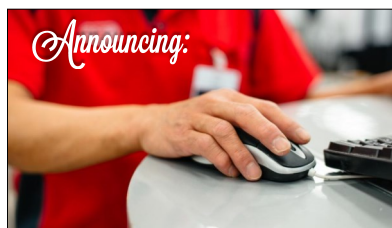
Message from Dwayne Moncur, GM

Welcome to our summer edition! It is great that restrictions have finally eased since our last newsletter. It will be good to perhaps experience something somewhat “normal” again. Over the past while we have noticed that people are travelling more; foot traffic is up in our stores and our locations continue to stay busy.

Covid hasn’t stopped us from planning into the future or completing projects that had been approved; we continue to move forward. We are always looking for opportunities to enhance our business and offerings to our members.

For roughly 17 months, Covid has been a priority. I would like to thank our TVC team for a great job of adhering to the Covid regulations; the provincial guidelines are implemented as soon as they change. Masks are almost second nature now and sanitizing continues to be a priority and checklists are followed.

I would like to thank you all for your support and abiding by the Covid guidelines. Enjoy the newsletter!



Announcing:

Twin Valley Co-op is going paperless!

E-Statements coming In Fall 2021.

We are pleased to share that starting Fall 2021 we will be moving to electronic statements (e-statements) for Member accounts. E-statements are quick and convenient and can be accessed anytime from your email inbox.

We care about the environment and operating in a sustainable way. Moving to E-statements will help us to decrease our carbon footprint by reducing paper waste from printing and mailing statements.

Sign up is quick, and easy! Download the PDF from our website at www.twinvalleyco-op.crs and follow the instructions on how to register for e-statements or call our Admin office at 204-842-3387.

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. If you are not yet a Twin Valley Co-op member, please visit our Membership tab for more information on becoming a member.

The **FCC Lead with Seed** season ended June 30th. All Seed invoices were transferred to FCC on or before June 30th. With this program, producers were able to take advantage of Interest Free and No Payments until Oct 1/21. If you currently do not participate in this program and are interested, please speak with your Agro Representative or Audrey. Applications for the Program for next season will begin in September 2021.

The **FCC Crop Input** term ends Aug 31, 2021. All invoices up to and including August will be transferred on or before Aug 31st. A new term begins Sept 1, 2021 to Aug 31, 2022. The balance of FCC inputs from Sept 1, 2020 to Aug 31, 2021 will be due March 15th, 2022.

Scotiabank Yield More Financing have the same terms except for due date. Their due date is February 23rd, 2022. For both FCC and Sociabank, if you require an increase to your limit please speak with your Ag Representative or give Audrey a call.

For Financing options, Twin Valley Co-op offers FCC Crop Input & Lead with Seed, Scotiabank Yield More Financing and **Agline**.



Please contact our Credit Manager, Audrey Zenchyshyn for credit limits, applications or any further credit questions.

Phone: 204-859-3299

Cell: 204-821-5689

Email: a.zenchyshyn@twinvalleycoop.ca

Note to FCC & Scotiabank Customers on "Automatic Invoice Transfer" & "Non Automatic Invoice Transfer": Customers who have specified no automatic transfer of invoices and now want them transferred, please contact me directly prior to the 20th of the following month. Failure to do so may result in interest charges on invoices not transferred. Customers who are on Automatic Transfer and do not want the transfer, you must contact me directly prior to the 20th of the following month. Failure to do so may result in both payment and transfer on the account. Thank you!

Russell Gas Bar Cardlock

Members: as many of you are aware, a new Twin Valley Co-op Cardlock was built at the Co-op Bulk Petroleum Plant south of Russell, and it opened this spring.

The reason for this, was due to the difficulties we have experienced at the Russell Gas Bar cardlock. We have found that in some cases, parts for are no longer available when repairs are needed. The pump islands are breaking apart, and the parking lot needs constant maintenance. We are also concerned about safety.

The old Russell Gas Bar cardlock will be decommissioned by mid-August, and all equipment will be removed from the site.

The new cardlock is much bigger and allows for easier access, and also has plenty of room for parking if needed. Your current cardlock card will work at this new location; there is no need to get a new one. The same product you purchased at the old site is available at this one.

If you haven't tried the new cardlock yet, please do. The new site is a great upgrade.

Thank you for your continued support.

Cardlock location south of Russell on Hwy #16



2021 Service Awards

Every year at our Annual Meeting, we recognize our Team Members who have reached incremental years of service with Twin Valley Co-op. Our Annual Meeting was held on April 14, 2021 via Webex.

Congratulations to our Team Members and Board of Director who received their Service Award certificates and gifts. Thank you for your years of service to TVC!

35 Years of Service

Audrey Zenchyshyn, Birtle Admin

30 Years of Service

Rhonda Bonchuk, Birtle Admin

25 Years of Service

Dwayne Moncur, Birtle Admin

20 Years of Service

Juliette Brydon, Birtle Food Store
Marcella Irwin, Birtle Food Store
Lucinda Still, Miniota Home Centre

15 Years of Service

Greg Cochrane, Russell Agro
Gordon Kopetski, Russell Gas Bar
Lisa Murray, Russell Gas Bar
Jyl Oliver, Elkhorn Food Store
Leonard Stowe, Miniota Agro

5 Years of Service

Fred Barker, Birtle Home Centre
Steven Genaille, Russell Gas Bar
Chris Mercer, Birtle Home Centre
Crystal Michalchuk, Russell Home
John Pickup, Bulk Petroleum

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Twin Valley

MEMBER SURVEY - Enter to Win a Co-op Gift Card!

You're at home here.



Twin Valley

Twin Valley Co-op has been proudly serving the community since 1929. Co-op is a different kind of business. If you're a member, you're an owner. In fact, your co-operative is completely owned by members like you.

Our business benefits our community. We are local. We are community owned. And we are invested in the communities in which we live and work. That is why we want to hear from you! As one of our 6500 members, you can **give us your feedback** through this Member Survey, as well as have a chance **to win 1 of 3 Co-op gift cards of \$100 each!**

Fill out the Member Survey two ways - **online, or by mail**. Entries must be received no later than **August 31, 2021**. Enter online at www.twinvalleyco-op.crs or Mail to: Twin Valley Co-op, Box 160, Birtle MB, R0M 0C0



Are you a member of Twin Valley Co-op?
 Yes No

In order to enter for the prize, you must include your name and phone number for us to contact you.

Member#: _____ Name: _____ Ph#: _____

Why do you shop with Twin Valley Co-op? Mark all that apply.

- Price Availability
- Selection Local
- Community builder I am an owner

Members are the heart of Twin Valley Co-op. We, as members ARE the Co-op. What line of business do you currently support? Mark all that apply.

- Agro Food
- Fuel/Propane Home & Building

Have you visited our website www.twinvalleyco-op.crs ?

- Yes No

How often do you visit our website?

- Never once a month
- Weekly Daily

Do you follow our social media @TwinValleyCoop or @CoopAgEquip?

- Facebook Instagram
- Twitter I don't have social media

Which is your preferred social media platform?

- Facebook Instagram
- Twitter I don't have social media

Which type of media do you prefer when TVC communicates updates to members on programs, events?

- social media website
- newsletter email

Is the semi-annual Co-op newsletter useful for you for staying in touch with the latest Twin Valley Co-op news?

- Yes No

If yes, what would you like to see in the newsletter?

- Commodity Updates Sales & specials
- Employee updates New products & services
- Recipes Contests
- Member Relations Updates

How would you like to receive the newsletter?

- Mail
- Website
- Email _____

Please provide email address, you may unsubscribe at any time

How often would you like to receive the newsletter?

- Monthly Bi-annually Yearly

Which Co-op promotions do you take part in as a member?

- Communities in Full Color
- Community Spaces
- Fuel Good Day
- Co-op Week

Are you aware of any accessibility issues at our TVC locations? Please note: _____

Parking: Has finding a parking spot at any of our locations been a problem for you?

Where: _____

Do you see any opportunity for Twin Valley Co-op to expand from its present locations?

Where: _____

What products or product lines do you go elsewhere for that you would like to purchase at Twin Valley Co-op? Click as many as apply:

- Bulk Foods Fresh Meat & Fish
- Gluten-free Products Freshly Baked Goods
- Alcohol Specialty Cheese/Yogurts
- Health & Beauty Items Pet Products
- Deli Meats Prepared Food
- Ag Equipment Home Building Supplies
- Gas/Diesel/Propane Lumber/Tin/Siding/Shingles
- Other – please list: _____

How would you see the Co-op serving the community in the next 10 years? What ideas? What visions? Explain:

Which methods do you prefer when paying your monthly bill?

- Online Etransfer
- Cheque Credit Card

Did you know you can receive your statements online?

- Yes No

We have seen an increase in local shopping with the pandemic. Will you continue to shop local first, with businesses in your community? Yes No

Recognizing the importance of feedback from our Twin Valley Co-op members, the Board, management and Team Members thank everyone who have responded to this survey. The results will provide valuable insight as your cooperative moves forward in the future.

**You have now finished this survey.
Thank you for your time.**



Board of Directors

Welcome to Barb Stambuski who joined the Board of Directors in 2021. Your Twin Valley Co-op Board of Directors are:

Mark Morton, President **James Boucher, Vice-President**
Holly Decorby, Secretary **Diana Brydon, Director**
Kendall Heise, Director **Jean Hogarth, Director**
Mark Humphries, Director **Manley Mackedenski, Director**
Barb Stambuski, Director

The Board of Directors will be holding their Annual Planning Session with the Senior Management Team of TVC on July 29th, 2021. This is a meeting where the Board hears from the Team Leaders what their plans are in leading their division into the future and how it will enhance the growth of TVC. It provides an opportunity for the Directors to ask further questions and information to help aid in the vital decision making processes in forward planning for the Co-op.

Twin Valley Co-op was pleased to announce the Board of Directors recipient of the "You're at home here Community Fund" from the March 1st application review. This fund allows TVC to substantially commit to larger scale local initiatives that request funding outside the parameters of the Member Relations donation program, with attention to TVC's Brand Values: Integrity, Commitment, Sustainability and Innovation.

From the March 1, 2021 deadline, we are pleased to provide \$11,700 of funding to the following 3 community organizations:

- Elkhorn Town/RM of Wallace Woodworth - \$5000 towards the cost of the electronic digital sign for Elkhorn
- Russell Area Heritage & Arts Centre - \$4200 in material donation for Gilmour House renovations
- Shoal Lake Pickleball Committee - \$2500 in material donation towards building of the pickleball courts

Thank you for shopping local with Twin Valley Co-op and helping us further invest in our community.

For more information on how to apply, please see our website: <https://www.twinvalleyco-op.crs/sites/twinvalley/local/detail/youre-at-home-here-community-fund>



We Are Members. We Are Owners. We Are Twin Valley Co-op.

Twin Valley Co-op takes extreme pride in being able to give back to our communities. We owe our success to our members and our customers, who purchase our products and services. Therefore, it is very important to our organization that we are committed to contributing to the betterment of our community, our members and our employees.

We proudly donate to local organizations and community events. We receive a number of requests annually; approval is based on Member Relations budget allocation. We also ask for four weeks notice, and a completed TVC Sponsorship Request form. These forms can be found on our website: www.twinvalleyco-op.crs

As of June 30, 2021, our Member Relations Community Donations for the year total **\$20,825.36** including the "You're at home here" Community Fund recipients. **413** Volunteer Hours are also recorded by our Team Members in their communities. To view all of the donations TVC has sponsored and keep up to date monthly, please visit: <https://www.twinvalleyco-op.crs/sites/twinvalley/local/detail/2021-member-relations-updates>



2020 Community Investment:

Twin Valley Co-op is investing in the communities it serves. Here are some of the ways they have contributed to the local economy in 2020:

- 1140 hours** of volunteer service by Twin Valley Co-op employee Team Members.
- \$6.7 million** in Salaries
- \$86,734** in Donations & Kid's Club activities
- \$1,000,000** in Equity paid to local membership
- \$230,000** paid in local property taxes

CONGRATULATIONS

to all 2021 Graduates and especially to our employees!

BIRTLE:
Joel Bryant - Birtle Gas Bar
Carter Cook - Birtle Home Centre
Kaylee Fulcher - Birtle Food
Madisyn Fulcher - Birtle Food
Zachary Miller - Birtle Gas Bar
Aleigh Sotas - Birtle Gas Bar
Madison Willmott-Bennion - Birtle Food
Janelle Zarn - Birtle Food

ELKHORN:
Ashlie Jewar - Elkhorn Home Centre

MINIOTA:
Gracie Sanders - Miniota Home Centre
Josh Simard - Miniota Agro