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Twin Valley Co-op Member News

Summer 2019

BIRTLE • MINIOTA • ELKHORN • ROSSBURN • RUSSELL

Twin Valley Co-op Celebrates 90th Anniversary in 2019

Twin Valley Co-op has deep roots in the communities we serve, 90 years deep. And through the years we have proven our commitment to our members by making the communities' priorities our priorities. We donate regularly to a wide range of organizations, feature local products prominently, volunteer, and most importantly – give back to our members through Co-op Equity. We look to the past to prepare for the future vision of being the **Retailer of Choice** in our communities. In this rapidly changing world, we strive to keep current and innovate, to ensure our community footprint stays strong and true to our roots.

Twin Valley Co-op is celebrating its 90th Anniversary in 2019. We have been celebrating this year through a variety of events: In January, providing members with baby onesies to new babies born in 2019; in February the food stores sold bread for 29 cents a loaf on Feb 6th. On March 29th, we had a contest to win your fuel purchase back at 1929 prices (just 5¢ per litre). On April 15th, our 90th anniversary of the date of incorporation, we held a social media contest to win a \$90 gift card. In May, we celebrated with a video visit with Bob Blleloch, former 30+year employee of Twin Valley Co-op (Birtle Lumber), who just celebrated his 102nd birthday. Bob was able to describe many of the changes he saw in his years of serving the community while being employed by the Co-op.

Twin Valley Co-op continues its anniversary celebrations by hosting Fundraising Community BBQs in Birtle, Elkhorn, Miniota, Rossburn and Russell. On June 7th, \$635 was raised for the community of Elkhorn with a donation going to the Elkhorn Elks. On June 20th, \$871.20 was raised for the Birtle Curling Club. The BBQ events are planned to raise funds and 100% of the proceeds will stay in the host community. The Cooper mascot is on hand for the children handing out balloons, door prizes, a radio station will be on site, and of course 90th Anniversary Cake! Twin Valley Co-op is also pleased to unveil its new community benches at the BBQ. Moulson's Welding of Foxwarren and Art Farm of Russell created five community benches that will be installed in each community for people to know that "You're at home here" with Co-op.

The upcoming BBQ events are scheduled as:

- July 17th – Russell Gas Bar
- July 19th – Miniota Food Store
- August 21st – Rossburn Agro @ Rossburn Car Wash



Twin Valley Co-op is Locally Invested, Community Minded, and being a member provides you with Lifetime Membership Benefits. In 2018, we donated back over \$48,000 to local community organizations. Also, in 2018, the Board of Directors approved an allocation to members of \$1,504,000 on their 2018 patronage, paying out approximately \$800,000 in cash in April 2019. You can join TVC for only \$10.00; a membership can be purchased at any one of our fifteen locations.

As we continue to celebrate our anniversary throughout 2019, we want you to be a part of the festivities. You can keep updated on our social media sites by following @TwinValleyCoop on Facebook, Twitter and Instagram. You can also keep in touch with events by visiting our website at:

www.twinvalleycoop.ca

@TwinValleyCoop



Message from Dwayne Moncur, GM



Hello Everyone,

We have entered a milestone as TVC is celebrating its 90th Anniversary in 2019. Who could have believed that our Co-op would reach 90 years? The next 10 will go by very quickly. Thank

you to the founding members that held the first meeting in Solsgirth ninety years ago.

We had a few board member changes at our AGM. I would like to thank Norm Overland, Garth Butcher and Kris Andrew for their dedication to our Co-op and welcome Manley Mackedenski (Rossburn), Mark Humphries (Elkhorn) and Kendall Heise (Miniota) to the Board.

Our other Directors are Jim Boucher – President, Mark Morton – Vice President, Jean Hogarth, Diana Brydon, Denis Lachapelle and Secretary Corrie Boucher.

We have experienced many changes and continue to evolve; this doesn't happen without a good team. I would like to thank everyone working for TVC; you do a great job.

Thanks everyone for your support and have a great summer!



Bob Blleloch, Fred Barker, Birtle Home Centre Angele Murray, Marketing



Our New Community Benches



Birtle Fundraising BBQ - June 20



Elkhorn Fundraising BBQ - June 7



90th Anniversary Onesies

ADMINISTRATION

In April, the Board of Directors of Twin Valley Co-op approved an allocation to members of \$1,504,000.00 on their 2018 patronage. In the month of April, approximately \$800,000 in cash was paid out to members.

On April 2nd, TVC held its Annual General Meeting in Elkhorn. Over 70 members and staff attended, with the election of two new board members.

LOCALLY INVESTED
COMMUNITY MINDED
LIFETIME MEMBERSHIP BENEFITS



The Birtle Administration Office welcomed Laura Clarke to our team in May. Transferring from the Birtle Gas Bar, Laura brought lots of experience and Co-op knowledge to her new position. Laura & the rest of the Admin team would like to wish all our members an enjoyable & safe summer!

- Ashley Moulson, Office Manager

CREDIT DEPT.



It has been very busy in the Credit Department and that is great! Thank you everyone for your business!

Here is some credit information I would like to share:

Aug 30/19 is the end of the FCC term. Balances from Sept 1/18 to Aug 30/19 will be due by Mar 15/2020. Purchases from Sept 1/19 to Aug 31/2020 are not due until Mar 15/2021. If you would like to know more about the FCC program please speak to anyone of our staff in the Agro departments or myself.

We are very excited to be working on another Third Party Creditor to help with your financing needs. Watch for details coming soon!

PRE-BUY – you asked, we delivered! The process for Pre-buy invoices has been changed. Pre-buy invoices are now charged directly to the pre-buy area on your statement. We hope you are finding your monthly statement much easier to read. We would love to hear some feedback!

Need to upgrade your Fuel tank? We offer an interest-free Fuel tank program. The total purchase is divided into 4 payments with the first payment due upon delivery. The balance is paid over the next 3 years. If you require more information please contact John Pickup Petroleum Manager 204-821-5800 or j.pickup@twinvalleycoop.ca.

- Audrey Zenchysyn, Credit Manager

AGRO DIVISION



The 2019 growing season has started off as a very busy one. Our Ag teams have been working together with growers to manage the many challenges that have been presented.

The Twin Valley agronomists have put countless hours in scouting for frost damage, flea beetle, cutworm populations, and drought stress. The level of expertise available to members through our team of agronomists is second to none, and the value of sound agronomic advice has become especially evident in this spring.

One of the great things about being locally owned and operated is that we have the ability to work with our customers one on one to meet their individual agronomic, economic, equipment, and building needs. I would encourage you to spend time with your local branch to

explore what we can do together to make the 2019 and 2020 growing seasons as profitable as possible.

New to Twin Valley Co-op is the addition of a bin crane which allows us to build Galvanized Bins up to 24' in diameter. At just under 12000 bushels when installed on a hopper bottom cone, you can realize multiple benefits with the convenience of a large bin and flexibility of a hopper bottom. We have a number of financing and payment deferral options available.

We are so excited about our ag equipment offering for 2019 that have decided to offer a free gift to anyone who requests a quote on grain handling and storage products. See your local branch to receive a quote and your free gift today.

- Chris Iverson, Agro Division Manager



SAFETY DIVISION, HR & TRAINING

SAFETY

As part of our retail goals, Safety is always a priority and we strive to ensure a safe work environment for our staff and customers. Recently we have had several positive visits with WCB and WSH officers. Sharing our program goals, our current practises and suggestions while working in partnership with the provincial offices has a positive result. The most exciting thing about our safety program this spring was the launch of a digital on-line Agro Orientation and Refresher program. Much work went into the program. We had 57 ag staff take part in the digital re-boot.

HR & PERFORMANCE MANAGEMENT

One pillar to success is our People. Twin Valley has implemented the Performance Management system (PM). Our goal is to align our employee's performance directly to our Co-op's bottom line. We know that when people achieve a greater personal success within their work, that this success will directly affect the interactions they have with our customers. Our commitment is to ensure memorable and above and beyond Customer Service Experiences.

By focusing on individual employee performance, the goal is to ensure that our employees receive better guidance and support and can more easily be acknowledged for their efforts and accomplishments.

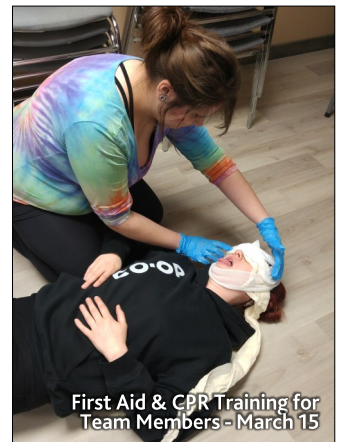
TRAINING & DEVELOPMENT:

We have a "build from-within culture" that we strive to support. Many of our managers have been trained and have progressed within the organization. We invest heavily in on-the-job and classroom training. Learning is vital for the long-term success of our people and our organization. Personal investment in taking on new roles and responsibilities is noted when it comes time to fill vacancies for more senior positions.

As we reach the end of Q2, I would like to commend our team for the initiatives and changes that have taken place. The willingness towards change management is great to see.

This will help to ensure that Twin Valley Co-op will continue to provide services to our communities for another 90 years!

- Annette Dreilich, Human Resources and Safety Manager
NCSO



First Aid & CPR Training for Team Members - March 15

ENERGY DIVISION

Russell Gas Bar: With the departure of Yvonne Ramey, several decisions were made to fill vacancies as much as possible with internal candidates. We recognized potential gaps in the succession plan and have bolstered support by identifying key "Mentorship" opportunities and are working closely with FCL to outline the training plans for the next level of leadership.

We are currently seeking a Gas Bar Manager for our Russell location.

Interim Manager for the Russell Gas Bar is Crystal Michalchuk. Crystal is assisting with managerial oversight on the operations of the Russell Gas Bar and is working closely with the team at the Russell Gas Bar to ensure that customer service maintains its excellent standard throughout the recruitment process. When the new Gas Bar Manager is hired, Crystal will no doubt have achieved many new experiences, but a return to her regular duties will no doubt be welcome.

We identified two key individuals to advance within the Birtle Gas Bar: Andrew Richards and Brandon Pennock have both advanced to the position of Gas Bar Supervisor. In their roles, Andrew and Brandon will be responsible for day to day operations. They have been tagged to complete the C-Store Advance program among several other key training requirements over the next 2 years. Dwayne Hohmann and Mike Fulcher will share Managerial oversight for specific areas.

- Annette Dreilich, Human Resources

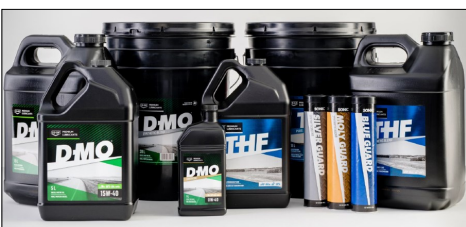
PETROLEUM

Spring 2019 was busy; as of April 1, the Carbon Tax came into effect and our department began processing Fuel Charge Exemption Certificates. If you have not yet filled out this form, you can contact us to receive one, as customers cannot purchase their farm delivered fuel exempt of tax without first signing and submitting this form to our office.

As seeding has wound up, we are hoping for some rain to help the crops grow. Our petroleum prices have softened; it would be a good time to book and purchase your first fall fuel fill.

Remember that TVC stocks premium lubricants for all of your maintenance needs. We also have a Bulk Oil Delivery program and an interest-free bulk fuel tank program. Please contact our department for more information on our products and services.

- John Pickup, Bulk Petroleum Manager



FOOD DIVISION

The Food Store Division would like to thank our communities and members for their continual support. Our team strives hard to uphold our food stores image, ensuring we have the products you desire. We will be continuing to focus on new ideas in our fresh sections. We encourage you to ask for new or specialty products and we will do our best to provide them.

The Birtle Food Store would like to welcome Fallon Ricker, Sam Cripps and Carter Cook to our team. We would also like to give thanks to all that attended and supported our community BBQ fundraiser in Birtle.

The Elkhorn Food Store has completed a store reset. We added a new aisle which consists of 40 feet of shelving, expanding many areas to increase our product selection. We introduced a section of toys and housewares items. Our team is very pleased with the new changes and product lines. We are excited for Kaitlyn Soder who will be pursuing further education this fall; we wish her the best in her future. We held our first 90th Anniversary BBQ on June 7th which raised \$635 for the Elks Hall. Thanks to all our members that came out to attend and support this event. In 2019 we have seen a increase in sales and would like to thank our members for their support. The Food Store team are proud of what we offer the community.

DON'T FORGET YOUR
REUSABLE BAGS

Starting July 1st, all
Twin Valley Co-op Stores
will begin charging
**5-cents per
single-use plastic bag**
in an effort to reduce the
number of plastic bags
distributed annually.

Local.

CO-OP Twin Valley

The Miniota Food Store is in the process of completing a store reno with the addition of a new aisle. We have added 56 feet of shelving which has helped us to expand our product selection. We are pleased to announce Sheena Cowan as the new food store manager. Sheena lives in Miniota and has been working with TVC for the last 3 years, first at the Miniota Home Centre and then at Birtle Administration. Sheena had 5 years experience in the grocery field prior to moving to Miniota. Sheena and the team will focus on increasing the produce, fresh deli and meat sections of the store. We would also like to welcome Bethany Deguire to our team. Miniota Food will be hosting a 90th Anniversary BBQ on July 19, so we look forward to seeing you there.

Once again, our food team members and leaders thank you for your continued support and look forward to working with you to provide your future needs. Have a great summer!

- Mike Fulcher, Food Division Manager

HABS DIVISION

Russell Home Center would like to thank all of their members for their continued support. There was a contractor night held in late April that was well attended and every indication is that the night was a overwhelming success.



Contractor Night, Russell



Birtle Home Center would like to take this opportunity to introduce their newest employee Ryan Brown as our estimator. Ryan brings a wealth of knowledge as well as a keen sense of detail to his job. Birtle also would like to thank all our members for their support over the years look for a revamped bulk lumber yard layout in the future.

I would like to thank Heather Lelond of Miniota Home Centre for her hard work and determination to provide Twin Valley Co-op members excellent customer service over her 30 career as she retires at the end of August. I would also like to welcome Jamie Huberdeau and Nick Piontkowski to the team.

The Miniota team would also like to thank all of their members for their purchases throughout the years, because without their members supporting local business, we would not be able to provide the services our communities need.

The team at the Elkhorn Home Center have been in the process of transforming the store to provide a bigger, bulk piling section. They also have the ability to showcase our larger products such as lawn furniture completely set up. We have also been bringing new products in as members have requested with great success.

I would like to take this opportunity to thank the team members at all our locations on the dedication and professionalism that they show day in and day out. They truly make my job interesting and fulfilling every single day. I would also like to thank the members for your patronage over the last year. Without you, we would not have a business to open every day. - Dwayne Hohmann, HABS Division Manager



Member Relations



Twin Valley Co-op Supports the Community it Serves

www.twinvalleycoop.ca

Our Community Contributions since the Winter Newsletter:

90th Anniversary Celebrations
 Adult & Teen Challenge
 Angusville Community Centre
 Assesippi Parkland Tourism
 Binscarth Curling Rink Bonspiels
 Binscarth Park and Pool
 Birdtail Kidney Transplant Fundraiser
 Birtle Collegiate Yearbook
 Birtle Elementary Field Trips
 Birtle Figure Skating Club
 Birtle Fire Department
 Birtle Lions - 100 acre fundraiser
 Birtle Minor Hockey
 Birtle Novice Hockey
 Birtle Pre-Novice Hockey
 Birtle Palliative Care
 Board of Directors Scholarship
 Canada-Cuba Goodwill Tour
 Crop of Hope - Expanding Cancer Care
 Elkhorn Chamber of Commerce Gala
 Elkhorn Ag Society Fair
 Elkhorn Curling Rink
 Elkhorn Early Learning Centre
 Elkhorn Elks & Funspiel
 Elkhorn Expos
 Elkhorn Minor Hockey
 Elkhorn School Field Trips

Elkhorn School Fun Fair
 Elkhorn School Graduation
 Foxwarren Ag Society & 4-H
 Hamiota Agricultural Society
 Hamiota Hockey Fight Against Cancer
 HERO Club
 Inglis School
 Kola School
 Koloski Doo Relic Races
 Langenburg Curling Bonspiel
 Lions Journey For Sight
 Major Pratt High School Fastpitch
 McConnell 4-H Beef Club
 Miniota Ag Outlook Seminar
 Miniota Curling Bonspiels
 Miniota Fire Department
 Miniota Golf & Campground Tournament
 Miniota Minor Ball
 Miniota School Field Trips
 North West Marquette Festival
 Oakburn Curling Bonspiels
 Parkland Juried Art Show
 Plainview Colony School Safety Day
 PWSO Career Fair
 PWSO Staff Appreciation
 RM of Russell Binscarth Conference
 Rossburn Ag Society Horse Show

Rossburn Curling Bonspiels
 Rossburn Elementary School
 Rossburn Game & Fish Youth Night
 Rossburn Goods & Services Auction
 Rossburn High School Curling
 Rossman Lake Famers Golf Tournament
 Rossburn Recreation Commission
 Rural Manitoba Football League
 Russell Chamber of Commerce
 Russell Flying Club
 Russell Golf Club
 Russell High School Rodeo
 Russell Lions
 Russell Swimming Pool
 Russell Vet Services Board
 Shoal Lake Communi-plex
 Shoal Lake Golf Club
 St. Lazare Louis Riel Days
 Snake Creek Wildlife Association
 Special Olympics Parkland Region
 Summer Sizzler
 Tri-Valley Minor Hockey
 Upper Assiniboine River Conservation Dist.
 Virden Draft Horse Show
 Waywayseecappo Wolverines
 Yachminka Ukrainian Dance Club
 Youth For Christ Golf Tournament

We Care About Our Communities

Twin Valley Co-op Has Donated \$17,488.20

This Year and 919 Volunteer hours

as of May 18/2019

You're at home here.

You're at home here

Tristin • Grade 5

Birtle • Elkhorn • Miniota
 Rossburn • Russell

www.twinvalleycoop.ca Twin Valley

ROSSBURN COMMUNITY ARENA

#locallyinvested

Twin Valley Co-op
 Rossburn Skating Rink
 \$1000.00
 Donation For Skating Arena

#SELFIE #COOP

Twin Valley Co-op
 FEB 12, 2019
 NORTH WEST MARQUETTE FESTIVAL
 THE PROUDLY: PATTY DALLARS \$ 250.00

www.twinvalleycoop.ca



Sold 3100 bags!

Reusable Bag School Fundraiser

Birtle School: \$750
 Elkhorn School: \$600
 Miniota School: \$200

Total Donated By Twin Valley Co-op:

\$1550.00

