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Twin Valley Co-op Member News

SUMMER 2020

BIRTLE • MINIOTA • ELKHORN • ROSSBURN • RUSSELL

@TwinValleyCoop



Twin Valley Co-op team adjusts during the COVID-19 Pandemic:

The COVID-19 pandemic is a global challenge. Twin Valley Co-op has monitored this situation closely since March, and has reviewed preparedness efforts to remain stable and safe throughout this challenging time. All Twin Valley Co-op retail locations are considered essential services, and have remained open, although with precautionary measures taken to ensure the safety of our members and team.

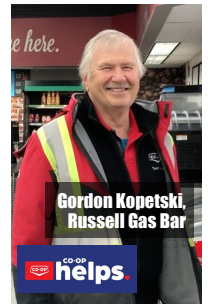
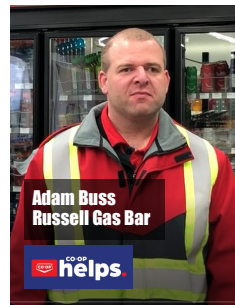
We continue to thank the public for respecting the physical distancing guidelines and limits to the number of customers in a store location at one time. In addition to all of our TVC locations taking these extra precautions, we have added plexiglass to till areas, as well as extra cleaning and disinfecting procedures. Co-op flyers that come in the mail have been reduced in size until further notice; please view all full flyers using the Co-op App or on the top right hand side of our website: www.twinvalleyco-op.crs

Your local co-op is taking steps across all stores and businesses to help our communities stay safe and healthy.



Twin Valley Co-op takes part in the #CoopHelps Campaign:

In May, we asked you to tell us about someone going above and beyond to help their friends, neighbours or community during the pandemic. Of the 1,250 people randomly selected across Western Canada, there were 15 recipients of a \$100 Co-op Gift Card in the Twin Valley Co-op community. Thanks to the team members below who volunteered to be part of the #CoopHelps videos. We are featuring several of the nominees on our social media - follow us at [@TwinValleyCoop](https://www.instagram.com/TwinValleyCoop) for more!



Twin Valley

2019 Community Investment:

Twin Valley Co-op is investing in the communities we serve. Here are some of the ways we have contributed to our local economy in 2019:



1635 hours of volunteer service by Twin Valley Co-op employees.



\$6.5 million in salaries



\$68,447.49 in donations and Kid's Club activities



\$800,000 in equity paid to local membership



\$254,000 paid in local property taxes



CONGRATULATIONS
to all 2020 Graduates and
especially to our employees!



Claire Hitchison - Birtle Home & Agro

Wyatt Anderson - Miniota Home Centre

Levi Cottingham - Birtle Gas Bar

Brady Frattinger - Elkhorn Agro

Keaton Fulham - Birtle Gas Bar

Dougie Hamilton - Russell Gas Bar

Logan Joder - Elkhorn Home Centre

COMMODITY HIGHLIGHTS:



ADMIN: Under the Manitoba Public Health Act, only essential services were to remain open during the beginning of the Covid-19 pandemic. The admin office does not fall under the definition of essential service, and remained closed to the public until the provisions of the Act were lifted. The admin office will operate with a reduced staff so that physical distancing can be maintained. Payments on account can be made at any of TVC's retail locations, as well as by mail and online banking. These events have resulted in a change to our invoice processes occurring sooner than planned. You will notice that invoice copies are no longer being sent with monthly statements. It was intended that this change would be phased in gradually after advance notice, but the reduction in staff level forced us to implement it with the March statements. Since this will remain in place, we remind all members to retain their invoice copies at the time of purchase. As a temporary transitional measure, we are emailing reprints of invoice detail on request.

AGRO: Our Agro teams are ready to serve you for all your agricultural needs, but ask that you limit physical contact if possible. Our team can be reached by phone, fax, email, and text message. Customers who do come in to our location will be permitted in designated areas only. We are taking a proactive approach and are looking forward to serving you in any way that will see the spring planting season be successful.



ENERGY: Our Bulk Petroleum and Gas Bar teams continue to serve members with full service. At the gas bars, the self-serve coffee, slushies & milkshake machine operations were suspended as a result of the Manitoba State of Emergency. Our beverage counters are open, but not for self serve; nor are refillable cups allowed. Our team is ready to serve you for all your coffee, slush and f'real needs.



HOME CENTRES: Our Home Centres are offering free on-site estimates within the local trading area, and with physical distancing guidelines as you continue your building and renovation needs. We have a great selection of garden, BBQ, patio and deck items are now in stock for summer.

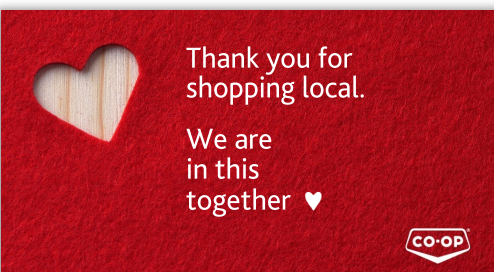
FOOD STORES: Our Food Stores have been extremely busy. We have discontinued the use of the reusable bag program, and are not charging for single-use plastic bags. Since we strongly encourage only one shopper per family, we have also discontinued the Kids Club treats until further notice. We do offer delivery services for seniors, immuno-compromised persons or persons in self-quarantine who can place grocery orders from Monday to Thursday 9am to noon and the groceries will be delivered the next day from Tuesday to Friday. Due to some stock shortages, there may be grocery limits in place to ensure all customers benefit. We thank you for your patience during the past few months, as every day seemed to bring changes to our stores.



CREDIT: Our Credit Department is business as usual, while respecting physical distancing. Please contact Audrey Zenchyshyn, Credit Manager to discuss your credit requirements, or to book an appointment. You can contact her at 204-859-3299 or email a.zenchyshyn@twinvalleycoop.ca. TVC has finance options available for the upcoming ag season.

HR/SAFETY: This has been an extremely busy time for our departments as we worked with Team Leaders to develop, implement, and tweak retail training and safety precautions during COVID and the spring recruitment season. Some of the items are:

- **A TVC Pandemic Plan** was put into place early March with FCL Safety resources, General Manager, Senior Leadership Team, Department Team Leaders, WSH Safety Committees, and Safety Administration.
- **Risk Assessment:** Team Leaders worked to develop a tailored plan for their departments, recognizing that the Food, Gas Bar and Home Center "front lines" were most at risk.
- **Protecting Workers' Health:** Twin Valley Co-op received input from team members and established working measures to guard against the risk of infection, including hand washing, cough etiquette, physical distancing, proper use of PPE, and by providing soap, antibacterial products and paper towels to keep surfaces that people touch, e.g., door knobs, handles, carts clean.
- **Preparing for Absences:** Plans were developed to address labour shortages due to illness, self-isolation, compromised immunity, lay-offs and those that had no daycare. Several temporary solutions were adopted including sharing staff between departments.
- **Establish lines of communication with workers was key:** In the beginning, daily webinars, which promoted physical distancing were put into place. Over time, we moved to weekly conference calls, email updates and weekly communication with workers who were absent due to illness and followed the Health Link protocols for their return to work.
- **Orientation and Training:** Workers absent for a period are required to undergo a workplace orientation upon a return to work. This affects our seasonal Agro workers every year. This year also saw some changes to the NH3 Code of Practice, TDG documentation and Young Worker protocols. Trying to maintain compliance with ever changing government regulations and Safety was a challenge, but one that our teams met as heroes. A huge project that was key to their success was to put the orientation and refresher program on-line. This year, more than 2000 documents were signed electronically. When group sessions were held, physical distancing was put in place.



- **Appreciation Pay:** We instituted an Appreciation Pay program for all front-line and department workers from March 15th; over \$74,000 in Appreciation Pay was paid to our Team Members. We have exited the program as of May 23rd, as the province moved into Phase 2 of Restoring Services. However, this does not lessen the gratitude for all our team members who were always there with friendly faces and helping hands to solve everyday problems and serve our customers during this difficult time. ♥

MEMBER RELATIONS:



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 will be 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 1, 2020, our Member Relations Community Donations for the year total \$56,169.77 including the "You're at home here" Community Fund recipients.

We also want to say thank you to all the community volunteers who dedicate their time to organizations in TVC's home communities. Through this health crisis, we have seen even more volunteers come forward to help when needed. Our own TVC Team Members have logged over 575 hours this year in their communities. A volunteer doesn't always have the extra time, they just have the heart. #CoopHelps

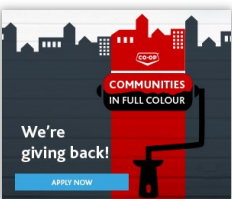
Last year we gave free baby onesies to any TVC member who had a baby born in 2019. The onesie program was such a success that we are continuing with it – email: marketing@twinvalleycoop.ca if you are a TVC member who has had a child born in 2020.



FUEL GOOD DAY: Will be returning on Tuesday, September 15, 2020. On this day, 10 cents a litre from gas filled at our full service gas bars is eligible to be donated back in the community. Stay tuned for later in August when our 2020 recipients will be revealed.



COMMUNITY SPACES: Co-op Community Spaces Program invests in community projects across Western Canada, from Vancouver Island to Manitoba. Since 2015, the program has donated \$8.5 million dollars to 115 projects. The recipients of the 2020 Community Spaces program will be revealed in July - we are looking forward to hearing if we have any organizations in our trading area.



COMMUNITIES IN FULL COLOUR: Does your community organization need some paint? Apply for our Communities in Full Color Program! We are working to brighten up our communities by donating Imagine paint to the projects & initiatives in our communities. It's easy to apply - stop in at one of our home centres for an application form, or download one from our website; then return the form to your local Home Centre. Our Home Centres have the paint for your project!



John Bonnell, Controller, has announced his retirement after 29 years with Twin Valley Co-op. John started his employment on Sept 1, 1990 when the Admin Dept was located in the SE corner of the Birtle Food store and TVC did \$10.4 million sales and had approximately 1,800 members. Since then, John has helped guide TVC through expansions into Russell and Rossburn and has seen sales increase to \$89 million and membership to 6,500. He has trained many of our people and has helped some transition into management roles. He has built a good Admin team for our Co-op into the future. We are going to miss John's knowledge of the CRS operating systems and Twin Valley Co-op. He has been a great help to everyone in our organization over the years and we are going to miss his leadership. His last day will be Sept 30. John, we wish you and Patty all the best on your retirement.

We are pleased to announce that **Ashley Moulson** will become the new Controller for Twin Valley Co-op effective Oct 1st, 2020. Ashley has been with TVC since July 2018, when she accepted the role of Office Manager.

We are pleased to welcome **Kari Fouillard** as our new Office Manager effective July 6th, 2020. She comes to us from the Prairie Mountain Health Region. Welcome to the team Kari!

Service Awards 2020

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 has been postponed until further notice, but we still want to celebrate our team.

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!

25 Years of Service

- Lyle Asselstine Birtle Agro
- Chris Iverson Birtle Admin

15 Years of Service

- Annette Dreilich Birtle Admin
- Dwayne Hohmann Birtle Home

10 Years of Service

- Maureen Bajus Elkhorn Food
- Darcy Fiel Rossburn Agro
- Harley Klassen Birtle Agro
- Dean Thom Russell Gas Bar
- Gordon Thompson Miniota Agro

5 Years of Service

- Karen Argue Bulk Petroleum
- Rene Hopp Birtle Home
- Dallas Langan Miniota Home
- Larissa Makeev Birtle Food
- Mandy Sanders Miniota Food
- Tim Shullman Bulk Petroleum
- Sam Stonehouse Elkhorn Home

Board of Director Award

- Mark Morton 18 Years

You're at home here.



Twin Valley

PICK 3. SPEND 50. SAVE YOUR LOCAL ECONOMY.

3

What three independently owned businesses would you miss if they disappeared? **Stop in. Say hello.** Pick up something that brings a smile. Your purchases are what keeps those businesses around.

50

If half the employed population spent \$50 each month in locally owned independent businesses, it would generate more than \$42.6 billion in revenue. **Imagine the positive impact** if 3/4 the employed population did that.

68

For every \$100 spent in locally owned independent stores, \$68 **returns to the community** through taxes, payroll, and other expenditures. If you spend that in a national chain, only \$43 stays here. Spend it online and nothing comes home.

1

The number of people it takes to start the trend... **you.**



Message from Dwayne Moncur, General Manager

Due to the Covid-19 pandemic, our Annual Meeting has been postponed until further notice.

Our annual summer camp sponsorship program has been put on hold this year due to the cancellation of most summer camps. Board of Directors scholarships for \$500.00 will continue this year, as well as the Employee Merit program which offer our student employees a gift of \$100.00 for every year of service.

We celebrated our Years of Service awards in April, where we had 16 team members celebrate incremental years of service with TVC. We also had Mark Morton, Board of Director recognized for his 18 years of service with Twin Valley Co-op.

Over these last few months, TVC Has seen a sales increase with the increased need of shopping close to home. As we adjust to the “new normal”, we hope that Twin Valley Co-op has proven that they are able to provide your needs locally, and that we will see this increase in sales become our new normal.

When Covid-19 became a priority, it was unlike anything we have ever experienced. We were inundated with large amounts of information. Our HR Department and other Managers did a great job of keeping our locations up to date regarding guidelines; we also had good input from frontline team members and adopted many of their suggestions. Some of the services that we cut back on, will be implemented again in the near future.

I know that many of you had to stand in line to gain access to some of our stores and then had to practice Social Distancing. Somewhat inconvenient to begin with, but worth the effort and very few complaints. Thank you all for your patience. All of our locations were deemed essential services when this started, and our team stepped up. Thank you to all TVC staff for doing a great job during this hectic time.

Thank you for choosing to shop local with Twin Valley Co-op. We are locally invested and community minded; we will get through these times together. ♥

Board of Directors announce “You’re at home here” Community Fund Recipients:

Twin Valley Co-op is pleased to be able to contribute positively to the communities in which we do business. TVC implemented a “You’re at home here” Community Fund that allows the Co-op to substantially commit to larger scale local initiatives that request funding outside the parameters of our current Member Relations donation program.

The Board of Directors review donation requests twice per year; March 1 and September 1. Requests must be for a project that is long term and enhances the improvement of the community which meets TVC’s criteria and Brand Values: Integrity, Commitment, Sustainability and Innovation.

From the March 1, 2020 deadline, we are pleased to provide over \$50,000 of funding to the following 8 community organizations:

- Angusville Community Centre - \$9,000 for upgrades to kitchen & accessibility ramp
- Elkhorn Early Learning Centre - \$4,600 for crib, cots and high chairs
- Elkhorn Manitoba Antique Auto Museum - \$5,000 for roof and building repairs
- Inglis School - \$5,000 for outdoor classroom, natural space
- Langenburg Swimming Pool - \$7,500 for pool and waterslide construction
- Rossburn Subdivision Trail Association - \$4,000 for trailhead and interpretive signs along Birdtail Creek Trail
- Russell Area Heritage & Arts Centre - \$5,000 for relocating the Gilmour House
- Russell's Lots-A-Tots Inc - \$10,000 for daycare expansion project



Twin Valley Co-op is excited to work with each organization and help them meet their project goals.

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>



Twin Valley Co-op supports the community it serves. We want to be your Retailer of Choice in the community.