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Twin Valley

# Twin Valley Co-op Member Newsletter

## LATEST NEWS

JANUARY 2024



BIRTLE • MINIOTA • ELKHORN • ROSSBURN • RUSSELL



@TwinValleyCoop @CoopAgEquip

### MESSAGE FROM DWAYNE MONCUR, GM



Welcome to our latest newsletter.

As you are aware, 2023 was a busy year for us. Construction began on the new food store in Russell which we are expecting to open June 1, 2024. The Fertilizer Plant on Highway 16 is also underway with an expected opening this Spring.

In 2023, we added a DEF Dispenser and a shower/washroom facility to the Russell Card Lock on Highway 16 that are anticipated to be available very soon.

Tesla superchargers were added to the services offered at the Russell Gas Bar. As a point of interest, we do not own the superchargers. We set aside some property to have them installed on; however, the equipment is owned and operated by Tesla. There are also two generic chargers at that site as well.

Our 2023 sales finished just under \$122 million, just shy of our total last year. We experienced logistical and supply issues in a few of our commodities that affected our year. We are looking forward to an excellent year in 2024 and are expecting to be past those hurdles this year.

As you will see in the newsletter, there is much happening within Twin Valley Co-op and a lot of excitement for the coming year.

I thank you for your support and thank our team for the great job they do everyday.

**Dwayne Moncur, General Manager**

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

**Email: [dwayne.moncur@twinvalley.crs](mailto:dwayne.moncur@twinvalley.crs)**

### GREETINGS FROM MARK MORTON, BOARD CHAIR

Twin Valley Co-op continues to strive to be the retailer of choice in our trading area. We are proud to be one of the largest employers in our area and we're excited to be expanding services to our customers, namely the new food store in Russell and the new fertilizer plant on 16 highway, near Foxwarren. Both facilities will be welcome additions to our community and retail offering.

At the board level we are passionate about director education and development as well as member involvement. We want to hear from you. We want our directors to be fully competent to direct a 110-million-dollar plus business, and are also accessible to you, our members. Several of your directors have finished level 1 and working on level 2 of the Federated Co-op Director Development program and are only a phone call, text, email, or shout away. If you have any questions or concerns, please don't hesitate to reach out to any of us.

Similarly, if you have any platitudes for our staff tell them, they live, work, and breathe the commitment to make Twin Valley Co-op the retailer of choice in **OUR** communities.

Twin Valley will be holding our annual general meeting March 20th at 7:00pm in the George P. Buleziuk Community Center. Come on out and have your say in **YOUR** co-op. As in every year, 3 directors terms are up for election. If you are interested in serving on a board for a progressive, dynamic, local and community minded organization please call the Administration office for a nomination form at (204) 842-3387.

**Remember "you're at home here." - Mark Morton, Chairperson**

*Save the Date*



ANNUAL GENERAL MEETING

Wednesday, March 20, 2024

George P. Buleziuk Centre Meeting Room,  
Russell, MB

*Watch for details coming soon..*

# NEWS & UPDATES IN TWIN VALLEY

**Energy:** Happy New Year from the petroleum department. 2023 has come and gone, it seems every year moves faster. Welcome to winter of 2024. Looking forward to the warmer weather. We have been working on getting our trucks their annual safeties and tank inspections, moving them through the FCL shop in Regina while taking care of everyday operations.

The new washrooms and DEF dispenser are in place at the Russell Cardlock on highway 16. We have a few more finishing touches but the expected opening of these services is February 2024

Did you know... We offer an interest free fuel tank program (OAC) to upgrade or add to your storage needs. Winter is a good time to upgrade. Please also take the time to inspect tanks on stands. If the stand is bent anywhere, it should be replaced. Help us ensure the safety of our team delivering the fuel and upgrade to ground tanks.

Thank you to our customers for their patronage, any questions or concerns give us a call 204-567-3202 or my cell 204-821-5800

**Home and Building Supplies:** Did you know? Twin Valley Co-op Home Centers provides free estimate services on all your building projects. From windows, doors, decks, siding, and Reno's to shops, cold storage sheds and all your housing needs.

All 4 of our stores have the ability to help you plan your project from start to finish. We look forward to helping you through the process to complete your dream job.

We would like to wish all of our members a safe building season and a very prosperous new year.

**Food Store:** 2024 is going to be a very exciting year for our Food Division. Our new location in Russell will be completed this summer. We all very excited to get into Russell and start assisting you with all the food needs. With this new store will also come employment opportunities. Please share the opportunities with anyone you know that may like to join our team and help make our new Food location a success!

We are pleased to announce that Mark Richards will be moving into the role of Food Store Manager in Russell. Mark has been with us for over 5 years and is excited about this new opportunity. Renee Fiddler will be moving into the role of Store manager in Birtle. Renee has been a part of our team for over 25 years.

2023 was a successful year for our food division. As always, please come and see us for any of your special events or product inquires. We take pride in providing excellent customer service and strive to be a strong part of our community's success.

From all of us in the Food division we wish you the best in 2024.

**Ag Equip:** With 2023 behind us, things are shaping up to be a great 2024 year! We have an incredible team; Sales: Gary, Admin: Noni, Warranty: Evan, Manager: Barry and of course the Miniota Agro team who are always lending their support.

We wanted to take this opportunity to provide you with some product updates in Ag Equip:

Corrugated Grain Bins— We have secured a great contract builder who will continue to provide our customers with an exceptional bin build experience on both hopper and big flat bottom bins.

Smooth Wall Grain Bins—We carry both Meridian and Concept smooth wall bins.

Augers—We had a tremendous year in 2023 with Auger sales. We are now stocking more options than ever before, including some of the larger swings such as MKX2 16-125 w/ X-Tend. We also have Evan available to do warranty work on all Briggs and Stratton (Vanguard) engines as well as Kohler engines.

We encourage you to price through us so we can work hard on your behalf and keep our pencils sharp. If you don't see what you are looking for give our Ag equip team a call!

**RUSSELL FOOD STORE**  
*Management Positions*

Twin Valley Co-op is recruiting for a Grocery Manager, Deli Manager, Produce Manager, Meat Manager and Bakery Manager to help lead our team in our brand new store in RUSSELL, MB, opening June 2024.

Deadline for applications is March 1, 2024

[www.twinvalleyco-op.crs](http://www.twinvalleyco-op.crs)

**Administration:** Happy New Year from all of us at the Administration Office! This is your yearly reminder to double check the date when paying with a cheque to ensure you have dated it 2024, it is a hard habit to change each year. Our Administration team is always willing to help with your inquiries; (204) 842-3387.

## CREDIT DEPARTMENT

Twin Valley Co-op offers a variety of credit options to approved members. Credit forms for Personal, Ag or Commercial applications can be found on our website: [www.twinvalleyco-op.crs](http://www.twinvalleyco-op.crs) (under More—Administration—Credit Applications)

**Twin Valley Co-op** also offers a variety of third party credit options, including Agline, FCC & Scotiabank Yield More Financing. For more information about these options, please speak with your Ag Representative or contact the Credit Department.

**FCC Lead with Seed** new applications and increase deadline has been extended to March 1, 2024. If you would like to apply or require an increase, please speak to your Ag Representative or the Credit Department would be happy to assist you.

**Now is a** great time to consider your FCC and Scotiabank limits and whether you will need an increase. Please reach out as we are always happy to help.



### Important Dates to remember:

February 28, 2024—Scotiabank Yield More Financing payment due date

March 15, 2024—FCC Crop Input & Lead with Seed payment due date

*If you are paying at one of our locations, please ensure you have obtained that days balance owing and make your cheque payable to Twin Valley Co-op.*

**To all our valued members,** this will be my last contribution to our Newsletter. It has been a pleasure to assist you with all your credit needs over the last 11 years. After a 47 year career, I am off to a new adventure they call retirement!

**Audrey Zenchyshyn, Credit Manager**

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**Agro:** As we close the books on 2023, we eagerly await the spring opening of our new Fertilizer Plant, 1 mile west of the junction of Hwy 83 & Hwy 16. Jorg Albry, (204) 859-0444, will be heading up sales and operations for the new facility. Stay tuned for our Grand Opening!



Once again this spring we will have our mobile seed treating unit on the road. Please reach out to your local Twin Valley Co-op Agro location to get your name on the list. There is still some great wheat and soybean varieties available for spring pickup at the seed treating facility in Miniota.

We have increased our NH3 fleet to help serve our customers more efficiently this season.

Adventure was on the horizon for several Twin Valley customers and staff in November. Syngenta Crop Protection selected 8 growers and 5 team members who supported not only Syngenta's business but also Twin Valley's business over the last few years to join them at the world's largest ag show, Agritechnica, in Hanover, Germany. We were treated to a farm tour, Co-op facility tour, Biodigester tour, along with attending the show. A big shout out to Jorg from our team for arranging all these great tours for our growers and staff.

On behalf of Twin Valley Co-op, we would like to send a thank you to all our customers who have supported and continue to support local. We look forward to continuing forging those relationships. All the best in spring 2024



## TIPS FROM IT

**Beware of Suspicious Emails – Recognizing Phishing Attempts**

As technology and the digital world continue to evolve, one of our greatest risks is phishing – a technique cybercriminals use to trick you into giving away your personal information. Spotting phishing attempts is crucial for staying safe online.

Phishing often, but not exclusively, occurs via email. These messages may seem to originate from legitimate sources like banks, popular retailers, or government agencies, aiming to steal sensitive information like usernames, passwords, credit card numbers, banking details, and SIN numbers.

Despite their convincing appearance, complete with pictures and logos, these emails often contain hints of their true nature. Below are a few key indicators:

- 1. Urgent or Threatening Language:** Phishing emails typically create a sense of urgency or fear, claiming that your account may be closed or that immediate action is needed to avoid serious consequences. Remember, legitimate organizations won't pressure you like this via email.
- 2. Requests for Personal Information:** Exercise extreme caution with emails asking for personal details. Genuine companies rarely request sensitive information through email. If unsure, avoid clicking any links; instead, visit the company's website directly or use a phone number from their official website or a phone directory, to confirm their need for information.
- 3. Suspicious Email Addresses:** Scrutinize the sender's email address. Phishing attempts often use addresses that appear legitimate at first glance. For example, support@amaz0n.com uses a zero instead of an 'o'. Most email programs allow you to hover over the email address to see the full details.
- 4. Grammar and Spelling Errors:** Professional organizations are meticulous in their communications. Poor grammar and spelling are common indicators of phishing emails.
- 5. Unfamiliar Greeting or Tone:** Be wary of emails that don't address you by name or use generic greetings like "Dear Customer." The tone of the email may also not match what you would expect from the organization.

In conclusion, remain vigilant with your emails and guard your personal information as you would your wallet. When in doubt, avoid clicking links or downloading files from suspicious messages.

For more information on this topic and other online safety topics, visit the Government of Canada's Get Cyber Safe website at:

<https://www.getcybersafe.gc.ca>

APPLY TO ONE OF OUR COMMUNITY SUPPORT FUNDS

## We want to help YOU Make A Difference in your community!

[HTTPS://WWW.TWINVALLEYCO-OP.CRS/SITES/TWINVALLEY/LOCAL/DETAIL/CO-OP-IN-THE-COMMUNITY](https://www.twinvalleyco-op.crs/sites/twinvalley/local/detail/co-op-in-the-community)

# OUR DREAM TEAM

## TALENT ACQUISITION

We are pleased to have so many great candidates interested in seeking employment with Twin Valley Co-op over the last year.

## AGROS SEASONAL UPDATE

We have secured three Crop Tech Intern positions for the 2024 Summer season:

- ◆ **Meghan Lees** – is currently completing her 2<sup>nd</sup> year at Lakeland College in Vermillion, AB. She will be joining the team at Rossburn Agro.
- ◆ **Thomas Cadieux** – is an Ag Excellence student from Saskatoon who will be working between the Miniota & Birtle Agros.
- ◆ **Payton Malchuk** – is heading back to her hometown in Birtle for the summer. She is currently enrolled in Agriculture Business at ACC. Payton will be taking on a first year Crop Tech summer intern role at Birtle Agro.

## LEADERSHIP ADDITIONS

Welcome to two team leaders who have filled some Leadership roles within Twin Valley in 2023:

- ◆ **Samantha Meger** – has taken over leadership at the Russell Gas Bar;
- ◆ **Brad Rix** - has taken over leadership at the Elkhorn Home Centre.

## RECRUITMENT ACTIVITIES

- ◆ Very pleased to report that community interest from the Russell and area has exceeded our expectations. To date, we have over 30 resumes on file for the new **Russell Food Store** and we have just posted our first advertisement this week.
- ◆ Management postings for the **Russell Food Store** will go out by February 1, deadline will be March 1.
- ◆ Other postings will be posted March 15, with deadline April 30.
- ◆ We plan to have the core positions for the Russell Food Store in training by May 15.
- ◆ We are also busy at work working with the **Birtle Food Transition Team**; creating training plans and profiles for new leaders in a variety of positions including bakery deli manager, grocery manager, produce supervisor, and grocery supervisors.
- ◆ We will also be recruiting for a Health & Safety Manager in the near future.

This upcoming year will be very busy HR and Leadership team. We are so pleased to have had **Cassidy Lyttle** join our HR team in 2023. Cassidy graduated from NAIT Edmonton, with a Bachelor's in Business Admin with a focus on HR, as well as holding an additional HR Diploma.



# LOCATION SPOTLIGHT

Reflecting on 2023, we have had many amazing changes happen at **Russell Gas Bar** to better serve the community and our members so we are going to take this opportunity to highlight this location.

Russell Gas Bar has been serving our members for the past 19 years. Providing Full Service to our customers is our specialty!

In the past few months we have had numerous changes within this locations and we wanted to highlight a few:

- ◇ **New Management** – in 2023 we welcomed Samantha Meger to our team. She has hit the ground running and is a huge asset to the Russell Gas Bar!
- ◇ **Pay at the Pump** – in a hurry, we have you covered, we added the option for our members to pay at the pump if they desire.
- ◇ **Self Serve Lane** – we have converted lane 3, pumps 5 and 6, to Self Serve to provide this option to anyone that may prefer to pump their own fuel.
- ◇ **Tesla Stations** – space at our location was provided for Tesla to build an EV charging station which is now operational. We are proud to be able to help bring this service to Russell, MB!

Our friendly team is always willing to help and serve you with a smile! Stop by today to check out some of the new items we have been stocking the shelves with including our fresh deli options from Birtle that will be available hot and fresh in the new Food Store, coming in 2024.

