



Twin Valley

Welcome Everyone to our 2020 AGM

As you are aware, we eclipsed \$90M in sales, a huge milestone, we have been close to in the past couple of years.

Covid certainly influenced our sales as people just were not able to travel. All commodities experienced sales increases and our team were up to the challenge.

However, the weather also was a contributing factor. If you remember, fall 2019 was wet. That made for a busy 2020 spring season for our Ag depts.

We are 14 months into the pandemic, and it appears this is going to be with us for a long time. We have found that we are able to continue to operate with all of the restrictions that were put into place. Our team members have and continue to do a great job of sanitizing and keeping our stores clean and making sure customers stay safe. There were some growing pains at the start, but everyone has done a good job.

Thanks to all of our team for adapting to the new environment that we are experiencing. It is busy and will continue to be; people have adapted well.

We are very pleased to be able to continue to support local organizations and service groups. Our YAHH Community Fund Program has proven to be popular; TVC has donated to various initiatives throughout our trading area.

This is for the donation requests that are out of the scope of the regular requests we receive; a decision is made internally as to what category a request would fall into. These are reviewed by the Board of Directors in the Spring and Fall and a decision is made as to whether or not it meets the guidelines that have been developed.

We were pleased to donate to several worthwhile initiatives throughout our trading area. Our total Member Relations distribution for the year was \$86,733. As well, our team volunteered a total of 1,140 hours despite the restrictions.

In 2019, discussion began with Valleyview Co-op about combining efforts to create an Agro department that would sell bins, augers and Agro related items. The two retails sell the same Agro items, and on many occasions, we were competing for the same sale.

The development of the new department was pretty much completed by the end of the 2020 year. Two people so far have been hired, one as manager/sales and one as a salesperson. So far, the reception has

been very positive. This has allowed both retails to enter into the big bin business. Merging both retails in this capacity has increased the trading area from the U.S. border to Inglis.

This dept is unique, as a member's purchase can go through either Valleyview or Twin Valley Co-op; however, the new dept is included in the TVC operating statement. Reconciliation will take place quarterly between the retails.

I would like to thank our Ag Division Mgr Chris Iverson, for all the hours and hard work that was required to get this off the ground. Also, many others on our team helped in different capacities ie: Finance, HR and Marketing.

The Kid's Club continues to hold contests and programs for the kids, with guidelines of course.

We are well represented through Social Media ie: Facebook, Twitter, Instagram, Website, Co-op App, and radio.

As well, Wi-Fi has been upgraded in the locations that were experiencing poor service. The Co-op App is available to those that use it.

Many of our team are celebrating milestones this year, recognized in 5yr increments. Congratulations to all of you.

As always, we are fortunate to be able to continue to recruit in-house for movement within our organization.

A few long-term team members retired last year, notably John Bonnell and Calvin Matiowsky, both 30+ years Congratulations!

The new cardlock at the Russell Bulk Plant was finally completed, it is starting to get busy as more people become aware of it.

The cardlock at the Russell Gas Bar will be likely closed in the very near future. Those of you that use it, may have noticed that there are some issues with the pump islands and hose hangers. The parking lot seems to heave and is creating some difficulties. As well, the equipment is 15 years old. Millions of litres have gone through this location. In some cases, replacement parts have to be manufactured.

Our Rossburn location will see the addition of a new chem shed this year. It has been discussed for a long time and increased sales has made us realize that it's time. It will be more efficient as we will have more space but will also be able to store product year-round as the new facility will be heated.

Some equipment has been replaced as needed in various departments but one of the larger upgrades was switching to LED lights in our Food Stores and HABS locations; the lighting is more efficient. As well, plastic bags will likely be discontinued.

For those of you that purchase feed, you will have noticed that we have switched to Masterfeeds. This was an internal decision that we felt was needed. Masterfeeds will be able to supply the same quality product that we previously sourced from Co-op.

Policies are continually updated; Health and Safety and training continues to be a priority. Expense control and efficiencies are always discussed, and we look for ways to improve.

We are excited about what the future holds in store for us; we continue to explore opportunities for growth. There are a few things that are in discussion for future development; we will keep you posted.

Before I end my report

I would like to say that I am proud of the role that TVC has taken on during Covid -19. We will continue to wear masks in our locations to help set an example. We take this seriously and look forward to Covid-19 ending at some time in the future. We will do our part to help.

Thank you to the TVC team, you all represent our Co-op very well. Your hard work is appreciated!

Thank you to the TVC Directors, your support and guidance keeps us moving forward in a positive fashion.

Thank you to our Members. You continue to support us and respect the guidelines that have been put in place to keep everyone safe.

Thank you all!

**Dwayne Moncur,
General Manager
Twin Valley Co-op Ltd.**