



HARVEST DELIVERY GUIDELINES MITCHELL LOCATION

Be sure to follow all onsite and online instructions regarding COVID-19 safety protocols. Extra time may be required. Your patience is appreciated.

Food Grade Soybeans

In order to make delivering your crops to the Mitchell Elevator location of Hensall Co-op as efficient as possible, the operations staff would like you to be aware of the intended procedures.

Deliveries to other Hensall Co-op locations are to go to the destination intended when the contract was signed.

Growers are now able to directly receive grading ticket information via email upon the truck leaving the scale. To sign up provide a current e-mail address to: Sarah Shapton in Hensall Co-op Grain Marketing at 519-262-3511 ext.: 312 or send an e-mail requesting this option be added to your account to sshapton@hdc.on.ca.

Receiving hours should be confirmed by calling the Mitchell office at the following numbers: 519-393-6010 or 855-393-6010

Generally speaking, opening hours are as follows:

Monday to Friday - 8:00 am

Saturday - 8:00 am (weather permitting)

Sunday - 12:00 pm Noon (weather permitting)

Closing time varies

Check with the elevator to be sure of the hours on any given day.

Additional Contacts	Mobile Phone Number
Kevin Nicholson	519-497-1276

Approaching the Elevator:

- Enter by the most easterly driveway (marked with a sign labelled "Receiving")
- Proceed in a double row formation on either side of the yellow probe out front. Follow others to maintain an orderly staging method. Please do not block any driveways. Courtesy to others will make things work more smoothly.

Delivery:

- Please prepare for the probe station by rolling the tarp and having the proper paperwork ready; otherwise, always stay with your vehicle.

Probe Procedures:

- Here you will be required to present the "Hensall Co-op Delivery Tag" that indicates which food grade product you are delivering and the contract that is associated with your account.
- Staff will probe your load and enter an inbound ticket to identify your load.
- Staff will give you a name plate for your vehicle.
- Staff will give you a pit copy of the scale ticket (for soybeans only) to be taken to the unloading pit and will direct you to the correct dump pit.

Scale Procedures:

- Proceed to the scale in an orderly manner where staff will weigh your load and give you a green light to then proceed to the appropriate unloading area. The designated unloading area will be marked on your dump tag.

Post-Unloading Traffic Flow:

- After unloading is completed, proceed to the scale.
- After being weighed out, please pull off the scale when given the green light.
- We will print off a final copy of your Grain Receiving Ticket if you are not registered to receive scale tickets by email.

Safety Concerns:

- Please proceed with caution to avoid injury to any pedestrians or other vehicles &/or equipment in the yard.
- Please be aware of your surroundings and move your vehicle through the yard at a speed not exceeding 10 kph.
- **Use caution in the unloading areas and keep out of any restricted areas.** Restricted areas are set up for the safety of everyone working in that area...including you.
- Please refrain from smoking in the areas around the unloading pits to prevent fires and avoid contamination of the product being delivered. **Smoking is only allowed in designated areas.**

Other:

- There is a portable washroom by the Intake #3.
- If you need to park your vehicle in order to catch up on rest, please ask the scale room staff to point out any designated areas.

Online Access:

Contract and ticket information is now available through Hensall Co-op's Online Access portal. This includes tracking shipped & settled loads and details on Contracts and Settlements. You can review the grades of each load online as they are posted to the site. If you have not already done so, we invite you to call us at 519-262-3511, Ext 520, to speak to one of our representatives or register online at <https://members.hdc.on.ca/CustomerPortal.htm> for access to your account online.

We encourage your suggestions to help make your delivery experience more enjoyable. Hensall Co-op appreciates your business and looks forward to providing prompt, efficient and courteous service.

Wishing you a successful harvest,

Producer Delivery Guideline Mitchell Location	Date: Aug 31, 2020	Revision: 4.0 Page 2 of 3
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Your Hensall Co-op Operations Team.