

Out 'n' About

NOVEMBER 2018
HARVEST EDITION

PUBLISHED THREE TIMES A YEAR
for the employees of Hensall Co-op



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Out 'n' About

CEO update: Thank you

Welcome to the 2018 Harvest edition of our employee newsletter.

As we continue to grapple with one of the most challenging harvests in our company's history, let me begin by extending my sincere gratitude and thanks to everyone who has helped us work through the many obstacles that we, like so many of our industry partners across southwestern Ontario, have had to tackle this harvest season. Already one of our busiest times of the year, the vomitoxin issue has posed a number of additional challenges for us, and the efforts that so many of you have made are recognized, appreciated and applauded.

As I prepare for our upcoming Annual General Meeting taking place on November 28th, I've had the opportunity to reflect on this past fiscal year and the many successes we have all worked so hard to achieve. On our list of accomplishments ...

- the acquisition of two businesses in the Aylmer region, giving us the capability to provide full service to growers in this strategic area;
- an expansion of our service offerings in Mitchell, Kurtzville and Rignold to include crop protection as part of our organic growth planning;
- investments to increase storage capacity in Rignold, and processing capability in Hensall to improve the added value stream and to strengthen our position in the global bean market;
- the opening of a commercial fleet maintenance centre in Exeter.

Our list of successes goes on and on, but with another profitable year of higher revenue and solid financial results behind us, I am even more excited to see what we can achieve this coming year as we begin to make our new vision come to life across the communities we serve.

Along with the successes noted above, one of our more significant



endeavours has been the finalization of a new strategic plan that sets out our business priorities from now to 2030. Our envisioned future, otherwise known as our BHAG (an acronym for "Big Hairy Audacious Goal"), captures our aspiration to be the most sought-after and trusted partner and employer, delivering value-added products and solutions locally and globally. Our "2x3" plan challenges us to achieve \$2B in sales generating a 3% return within a decade, with the

following three strategic objectives to help us meet our aspirations:

We Understand

We dig deep to learn more about the goals of our customers, growers, and members, and what they need to achieve them.

We Solve

We provide cutting edge, user friendly technological service and customized solutions; and

We Drive

We help them achieve higher

returns with our solutions and we prove it.

Our past successes, and our future aspirations, would not be possible without strong support from the many people that touch our business every day. Thank you for your commitment, energy, and irrepressible drive to improve ... we would be nothing without you.

Sincerely,
Brad Chandler



HENSALL CO-OP SHINES AT THE FARM SHOW



Hensall Co-op attended the Outdoor Farm Show from September 11-13th. Held just outside Woodstock, the show is considered Canada's largest outdoor agricultural trade show. Hensall Co-op was represented by all its divisions as well as representatives from Corporate operations. Our 2019 IP Soybean program was launched at the show. Visitors showed a great deal of interest in our Off-Roader with the SoilOptix Digital High-Definition Top Soil Mapping System. Outside of the tent, each Hensall Co-op location was represented with a sign.



Please join us at the

2018 ANNUAL CHRISTMAS PARTY

RSVP by November 27 at [this link](https://conta.cc/2Qwd8w5)
(<https://conta.cc/2Qwd8w5>)

A day in the life of a ...

Our editor spent time with Maggie Thompson at the HGL Truck Repair Shop in Exeter to give our readers the inside scoop on what it's like to be a Diesel Mechanic.

Tell us about yourself, and how you came to join the Hensall Co-op family

I was born and raised in Mitchell, along with my two older brothers (one of whom, Adam, works at Hensall as well). I always enjoyed tinkering, and working with my hands, so I decided to take auto mechanics in high school, then later at Fanshawe College. I found I was a little bored with the curriculum, so I switched to diesel mechanics in my second year of college. I did a co-op placement at London Hydro, then at Wajax Power Systems, before joining the team at the HGL Truck Repair Shop in March 2018. I've finished all my coursework, so once I've completed my hours, I'll have earned my certification.

When did your interest in mechanics first come to light for you?

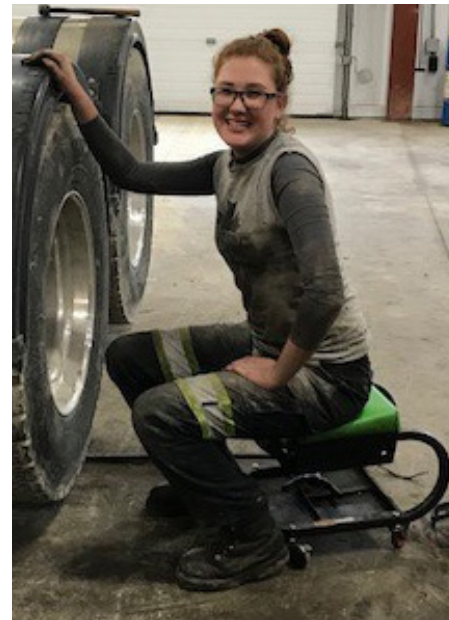
I was twelve years old when I remember telling my Mom "I'm going to be an auto mechanic when I grow up!"

Were there any other women in your class?

I was the only woman in my graduating class at Fanshawe.

What does a typical work day look like for you?

There isn't really "a typical day" at the shop, which is one of the things I like most about working here ... every day is different. I love diagnosing problems, and finding ways to fix them, and working in a state-of-the-art facility like this one ensures I can apply what I've learned in school using the tools and equipment we have here.



What do you enjoy most about your job? What would you change about your job if you could??

Besides the variety of my work, I enjoy working with the team here at HGL under Steve VanAmersfoort's leadership, and the customers I come into contact with. There isn't a thing I'd change!

How do you keep your skills up-to-date?

Beyond the practical experience I receive every day on the job and the coursework I've completed through my apprenticeship program, I participate in a couple of on-line truck forums where other mechanics share their experiences and lessons learned. I also read a lot of trade magazines and work hard to apply what I learn so I can maintain the knowledge, skills and abilities I've worked so hard to acquire. There's also an annual education requirement which I'll need to complete in order to maintain my certification.

How do you add value to your customers' experience with HC/HGL?

I like to think the quality of my work keeps my customers coming back. I also try to be pleasant, even when the people I come into contact with may not be having their best day.

feature

From Model to Mechanic with Maggie Thompson

What is the craziest customer service experience you've ever had?

I remember once at Wajax I stayed well past closing time to fix a customer's vehicle. He watched me the entire time – which can be a little unnerving – but, when I finally got the problem fixed after trying for four hours, he was so appreciative that he wanted to tip me. I said it wasn't necessary, but he insisted, and promptly gave me all the change he had in his pocket.

Teamwork is crucial at HC. Who do you rely on to help deliver on your promises to our customers?

Besides Steve, our Shop Manager, I rely on Corey who is my mentor. I also rely on Tammy, our parts person and all of the other mechanics here who are gracious enough to offer their guidance whenever I ask for help.

What do you do for fun/ during your leisure hours? Any hobbies?

I started modelling in college, and continue to do so from time to time, usually for local businesses and/or at fundraising events in my community. Ballet and step-dancing are also passions of mine and I love make-up application. Four-wheeling and fishing are also favourite activities.

What, in your opinion, sets this truck repair shop apart from its competitors? Why should a potential customer look to HGL for their truck repair needs?

Our shop is very sophisticated, as truck repair shops go, and the tools and equipment are second-to-none and very high-quality. The environment is nice, and the people are all supportive and collaborative, which means our customers get the absolute best from every team member, each and every day.

How can the trades get better at attracting women and next-generation team members?

Speaking with other women, I've learned a big part of why they don't pursue mechanics as a career is their fear of not being able to fulfill the physical requirements of the job. While the job does have its physically demanding aspects, today's shops have tools and equipment allowing anyone to be successful. If there's ever a situation where I need more muscle, I just call one of my co-workers for assistance.

What's the best way to get grease off one's hands?

I've found Dawn or Sunlight dish soap works well. I also use make-up removal wipes.

Steve, as Maggie's head coach, how has having her on your team impacted the work environment at the repair shop?

Maggie has brought a positive dynamic to our team atmosphere. She is a hard worker who motivates others with her bright outlook and eagerness to learn. She is an asset to the Hensall Global team.

Maggie's "Favourites"

Vehicle:

1987 Dodge Ram, Charger or Scout

Movie :

Black Beauty

Artist and song:

Amy Winehouse, Rehab

Food:

my Mom's hash brown casserole

Alcoholic bevvy:

Canadian Club & Coke

Animal:

my dog, Lily, who is half pug and half rottweiler

Social media sites:

FaceBook and Instagram

People & Culture

Best wishes to Richard Cooper, all-round Handyperson, who retired after 25 years of service at Hensall Co-op.



The Joke in a Box (Owed to the Spell Checker)

I have a spelling checker,
It came with my PC
It plane lee marks four my revue
miss steaks aye can knot sea.

Eye ran this poem threw it,
your sure reel glad to no –
its vary polished in it's weight,
my checker tolled me sew.

To rite with care is quite a feet,
Of witch won should be proud.
And we mussed dew the best we can
Sew flaws are knot aloud.

And now bee cause my spelling
Is checked with such grate flare,
There are know faults with in my site
OF NONE eye am a wear!



- 1 Wash your hands often using soap and water or an alcohol-based hand sanitizer

Before & After

- Preparing and serving meals
- Eating and drinking
- Feeding an infant
- Tending to someone who is sick
- Treating a cut or wound
- Putting in/taking out contact lenses
- Coughing, sneezing or blowing your nose
- Shaking hands
- Using or being in the bathroom
- Handling dirty laundry and garbage
- Playing or touching your pet
- Touching doorknobs or shopping carts

- 2 Avoid touching your face as much as possible.
- 3 Cough and sneeze into your arm.
- 4 Do not share objects that have been in other people's mouths, e.g. drinks/water bottles, lip products, musical instrument mouthpieces.
- 5 Avoid close physical contact with sick people.
- 6 Frequently disinfect keyboards, doorknobs and countertops.
- 7 Stay home if you feel sick.
- 8 Talk to a health care provider if you experience severe flu-like symptoms.



For more information, visit www.huroncounty.ca/health.

TEAMBUILDING ... We Work (Better) Together

On August 10th and 11th, representatives from the Feed, Fuel and Field Marketing teams met at the Nottawasaga Inn Conference Centre in Alliston, Ontario. The meeting provided everyone with the opportunity to share ideas and offer best practices to improve our interactions with current and future customers. Our strategy to grow the business organically by improving communication across our business units was presented. As well, the new Customer Relationship Module (CRM) was introduced. This tool will provide all our teams with invaluable information, enabling us to improve how we share information across our divisions. In addition to time spent in the conference room, the group also enjoyed some team building with some very competitive “minute to win it” games. The exercises very successfully broke down barriers which will help improve collaboration between our business units.



RED SHIRT FRIDAYS ... In Support of Our Troops



You may have noticed a sea of red shirts every Friday around Hensall Co-op. Red Shirt Fridays are a way for Canadians to show their support for our troops, both current and veterans, without political affiliations. It tells our troops at home and abroad we support them. What better way to come to work on Fridays than in your red shirt and jeans to support local charities and Canadian Forces troops!

EMPLOYEE CONFIDENTIAL HOT-LINE

Hensall Co-op has a confidential phone line where employees can anonymously report any type of suggestion, complaint or violation of the Code of Business Conduct by leaving a voice message at 226.262.5010. There is no need to leave names unless desired. The confidential mailbox is checked regularly by members of the HR team who will act on any reports received.

Division updates

PEOPLE & CULTURE

RBC Insurance Wellness Program

The RBC Insurance Wellness Program, powered by Lifeworks, is an exciting and innovative digital platform designed to help you with your overall well-being and provide you with perks and rewards.

Personalized Health Tips

How healthy are you? Complete one or more of the 10 short, simple Health Risk Assessment questionnaires and find out! You'll see what you are doing well, areas for focus, and get suggested resources that can have a positive impact on your overall well-being.

Challenges

Up for a challenge? Log on to the wellness platform to launch a personal challenge at any time. Examples include the 100-day step challenge or a variety of wellness challenges (activity, coping, eating, sleep and spending). You can participate in challenges as an individual or as part of a team. Accumulate points by completing wellness activities to unlock exciting offers and special well-being rewards.

Peer Recognition

Want to recognize a colleague? You can acknowledge someone straight from the news feed, or by searching for them in the Colleague directory. Select your colleague, choose the most appropriate badge, hit 'give recognition' and you're done!

Perks

Do you like to save money? Of course you do! Through the RBC Insurance Wellness Program, you'll have access to a variety of in-store deals, discounted gift cards and other exclusive offers.

Start

To access the Wellness Program, log on to the RBC online portal and select 'wellness and employee assistance' from the newly designed landing page, or launch My Benefits App from your smart phone and select the "wellness and employee assistance program" from the app menu.

If you need additional information on accessing the RBC online portal or have questions regarding the Wellness program, contact me at 519.262.3002 ext. 224.

Jessica Boughen
Human Resources

ENERGY



FAMILIAR SMILE | NEW POSITION

On October 9th 2018, after a brief 'hiatus' Hensall Co-op is pleased to welcome Shannon McDonald back into the Hensall family as our Energy Operations Manager.

With 19 years of experience in the energy administration sector, Shannon is now accountable for the day to day operation of the Energy department.

Bob Rowe
General Manager, Energy Division



FEED



Congratulations to Donna Yundt (right) of the Feed Division for successfully completing the requirements to become a Certified Auditor for Poultry Animal Welfare Auditing. She has been certified by PAACO- the [Professional Animal Auditor Certification Organization](#).

This is an example of how the Feed Division continues to think beyond feed in providing capability and service to the livestock industry in Ontario. More and more, end users are looking for assurance regarding animal welfare issues. It is important we have a solid understanding of these issues so we can help our producers conform to the newest animal welfare requirements in their barns. Congratulations Donna!

Dave Delbridge Sales Manager, Feed Division
Reta Byvelds Business Manager, Feed Division

CROPS



NEW FACES: Welcome to Kayla Lowry, FM, Kurtzville (top left), Kelsey Banks, FM, Drayton (top right), Barb Nolan, Customer Service, Hensall (middle photo), and Cam MacIntyre, FM, (photo below) based in Aylmer.





INFORMATION TECHNOLOGY



Steve Pockett
Manager, Information Technology

HOT STUFF AT HENSALL



Thanks to Intake Supervisor Mike Ducharme, who spotted the smoldering in the corn dryers at Hensall. His quick thinking brought the fire department out to cool the dryer before anything worse could happen.

OPERATIONS

With another year coming to a close, we are still at the tail end of a very challenging harvest. Thanks to all involved, whether directly or indirectly, with the many obstacles we had to overcome as a team.

We would also like to thank all involved in harvest, processing,

locational operations, fertilizer, maintenance, quality, and safety over the past year. Edible soy processing and shipping was slightly off; however, dry beans were at record numbers for our company. We have worked on some significant projects over the past year at multiple locations, and smaller ones at others. We

continue to look for ideas and suggestions to continue to learn, grow and invest in and around the entire company, and depend on employees' input to make this happen.

Thanks for all your patience and input.



On the grow ... our team in Drayton preparing for their new fertilizer tower and shed. Nice job, Neil!



Drayton location and our new fertilizer blending shed and tower



Aylmer location and our new receiving leg for added versatility

Joey Groot
Corporate Manager, Operations



Environmental health & safety

prevention

WHMIS is Changing, What You Need to Know

Every workplace, not to mention many homes, have hazardous chemicals. WHMIS (Workplace Hazardous Materials Information System) is the system in Canada used for classifying and labelling hazardous workplace chemicals (“controlled products”), and this system is being updated to align with the Globally Harmonized System for Classifying and Labelling Chemicals (GHS).

3 ways WHMIS provides required information to workers:



Labels

Warning labels on the containers of hazardous materials that provide basic information and warnings to employers and workers about those materials. These labels contain the relevant hazard classes and symbols associated with the product in the container, as well as general precautions to be taken.



Data Sheets

Material safety data sheets (MSDS) that provide more detailed and specific information and safe handling instructions regarding each hazardous material.



Training

Worker training in WHMIS to ensure that all workers who use, handle, store or work near hazardous materials, fully understand the specific content and significance of warning labels and MSDS.

In February 2015, a three-year phasing-in process began for Canada’s hazardous chemical safety identification system. Over 2017 and 2018, employers and facility managers need to make sure that labels and safety data sheets for chemicals are up-to-date and in compliance. We have been updating our training and labelling systems to reflect the changes.

WHMIS became law through complementary federal, provincial and territorial legislation in 1988. As a result, all Canadian workplaces are subject to legal requirements regarding hazardous materials.



Top 7 significant changes to the federal WHMIS legislation

- “Controlled Products” will be called “Hazardous Products”
- Different hazard classes and more of them
- Different classification criteria
- new supplier labels
- New pictograms
- no requirement to update SDSs every 3 years
- New 16-section product safety data sheets (replaces MSDSs)

Changes to WHMIS labels will be the most visible change in workplaces. The final phase is due November 30, 2018. At HC, we will continue to monitor for any outstanding issues and work towards 100% compliance.

Paul Schuster
Manager, Environmental Health & Safety

we grow Community

TRIVIA CONTEST

Congratulations to Lori White for winning the Values Trivia question. Her correct answer netted her a \$50 Timmy's card.



PHOTO DISCLAIMER

From time to time staff photos from Hensall Co-op events are included in our newsletter. As all photos used are submitted from work-sponsored events, we assume your permission is granted to publish these images.

If you do not wish to have your photo used, let the editor know and we will make note of your request.

TRIVIA CONTEST

What is **BHAG** an acronym for?

Submit your answer to the editor, smackay@hdc.on.ca by February 10th, 2019 to be entered into a draw for a **\$50 Tim Hortons card**.

'Teams in Action' Contest Winner:

Congratulations to Melanie Prosser for her winning submission of the Hensall Co-op 'team in action' at the Annual Staff BBQ. At right shows Sharon Mackay presenting the Timmy's gift card.



ENTER TO WIN a \$100 Gift Card

Individuals and teams are encouraged to enter our

Grow With Us

Door Decorating Contest.

Don't have a door to your area?

Simple - decorate the area/cubicle!

Send a photo of your effort by February 10th, 2019 to the editor, smackay@hdc.on.ca.

Winner(s) will be announced in our next issue.



Hensall Co-op has identified education of youth in Agriculture as an important area for sponsorship. In August, we sponsored the 4-H Ontario Youth Adventure Camp (YAC) held in Schomberg, Ontario. YAC is an introductory level interactive leadership training experience that provides youth aged 12 to 15 with the opportunity to share ideas, learn more about themselves and others, and participate in leadership training sessions. Key learning sessions at YAC focus on Leadership, Communication, and Team Building and Goal Setting -- all necessary skills for success in Agriculture today and in the future. At their closing dinner, we were able to share some insight into Hensall Co-op and enjoyed some comradery with the attendees. The photo shows the campers sporting their new Hensall Co-op hats.

Thanks to **Sarah Shapton** for organizing the Food Bank drive for the month of October. Anyone who wore jeans on Fridays was asked to donate to the foodbank, rather than the usual monetary donation. The support was tremendous. Thanks also to all employees for embracing this worthy cause.



Hensall Co-op Makes Donation to Rotary Hospice.



The cheque presentation was made at the Mitchell Elevator. The decision to support the Stratford Perth Rotary Hospice follows a proposal submitted by Janet Hulshof (back row, second from left) who works at the Mitchell Elevator location.

Pet Therapy Love ...



A bank
is a place that will
lend you money,
if you can prove
that you don't
need it.

Seamus Whippet the Cowboy Dog, along with his handler Reta Byvelds, spread some love at Cedarcroft Nursing Home in Stratford on Halloween.

Did you know our Feed Division has two Therapy Dog Handlers giving back to the community?

Jessica Kuiper, one of our Poultry sales Rep works with her dog Alley, who is a rescue dog.

'Til next season ...



YOUR FEEDBACK IS IMPORTANT TO US!!!

Let us know what you like/don't like/would like to see in future editions of "Out'n'About"! Please send your comments and suggestions to the Editor (smackay@hdc.on.ca).

SEND US YOUR SUBMISSIONS

All employees across the Hensall Co-operative/Hensall Global Logistics community are encouraged to submit articles, photos, stories or items of interest to the Editor (smackay@hdc.on.ca) for publication consideration.

Deadline for submissions is February 10th, 2019.

