

WHAT'S GROWING

HENSALL CO-OP MEMBERS' MAGAZINE

VOL. 2, ISSUE 1
WINTER 2020

TOGETHER

We bring the world to
Canadian producers

COMMUNITY

Funding for Ridgetown to
help our members now and
in the future

BUSINESS

Hensall migrates south to
expand our reach

INVESTMENTS

Manitoba members can
now invest in their Co-op

EMPLOYMENT

Comings and goings as
well as continued education

OPPORTUNITY

Working to help our
members help themselves



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Lights, Camera, Action

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Migrating South

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We grow COMMUNITY

Ridgetown Campus, University of Guelph received a \$100,000 pledge from Hensall Co-op.



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We bring the world

Welcome to our second edition of "What's Growing". We had tremendous success with our first edition and look forward to many more issues.

In this edition "We bring the world". Agriculture in Canada relies heavily on exports and trade with the global community for growth. Over the last 10 years Canadian agriculture and agri-food exports have grown by 103%. At the same time, we are seeing exponential change in the technologies producers use to increase efficiency to remain competitive. New information technology, agronomic, nutrition and energy solutions are made available everyday from around the world.

We recognize bringing new markets to producers for their products and navigating through the myriad of new technology available to them is a critical part of the value proposition we provide our members. That is what "We bring the world" is all about.

I look forward to continuing to support each member as we work together to drive Canadian agriculture forward. We are planning some interesting events this year.

We are always looking for ways to improve our services to our members. If you have any ideas or suggestions, please email to jcox@hdc.on.ca.

Looking forward to everything 2020 will bring to all our members and their families.

We grow together.
Janice Cox
Editor,
Member & Customer Services Manager
jcox@hdc.on.ca

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If you would like to receive this magazine electronically, send your email address to Janice Cox, Editor, at jcox@hdc.on.ca and ask to be added to the mailing list or simply subscribe to "What's Growing" on our website link "subscribe to our newsletters".

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Message from the CEO

Maintaining and enhancing the strength of Canadian exports is vital to strengthening our agriculture industry and this drives the economic engine of the rural communities we live in. Canadian producers feed the world and our job at Hensall Co-op is to bring the world to the Canadian producer. We do this every day by facilitating market access, driving innovation and investing in our people and rural communities.

"We bring the world" illustrates our global focus. It reminds us of the importance of the longstanding end-user relationships we have in



approximately 40 countries globally and the value of our food grade grower contracts that are backed by some of the largest most respected food companies in the world. It also highlights that bringing global technologies to our producers whether in their barn, their office or their field is of paramount importance for their success and the success of Canadian agriculture in its entirety. We know Canada won't stay at the forefront of global food production without investing in the skills that harness the newest technology and data.

A big part of our efforts in innovation will focus on data. Having data in real time will help us be responsive to the needs of our members and customers. As we continue to drive for significant improvement in how we do business, we believe data analytics is our best bet to bring about an informed transformation.

Knowledge is power and it will be critical in our strategic growth initiatives. Watch us become a more data-driven organization, focused on planning for well thought out strategic growth. By harnessing the data we already have we can set our growers apart from the rest of the world. Getting to know about you, our members, will play a role in these efforts.

I look forward to working with all of you in 2020 to bring the world to Canadian farmers.

We grow together.

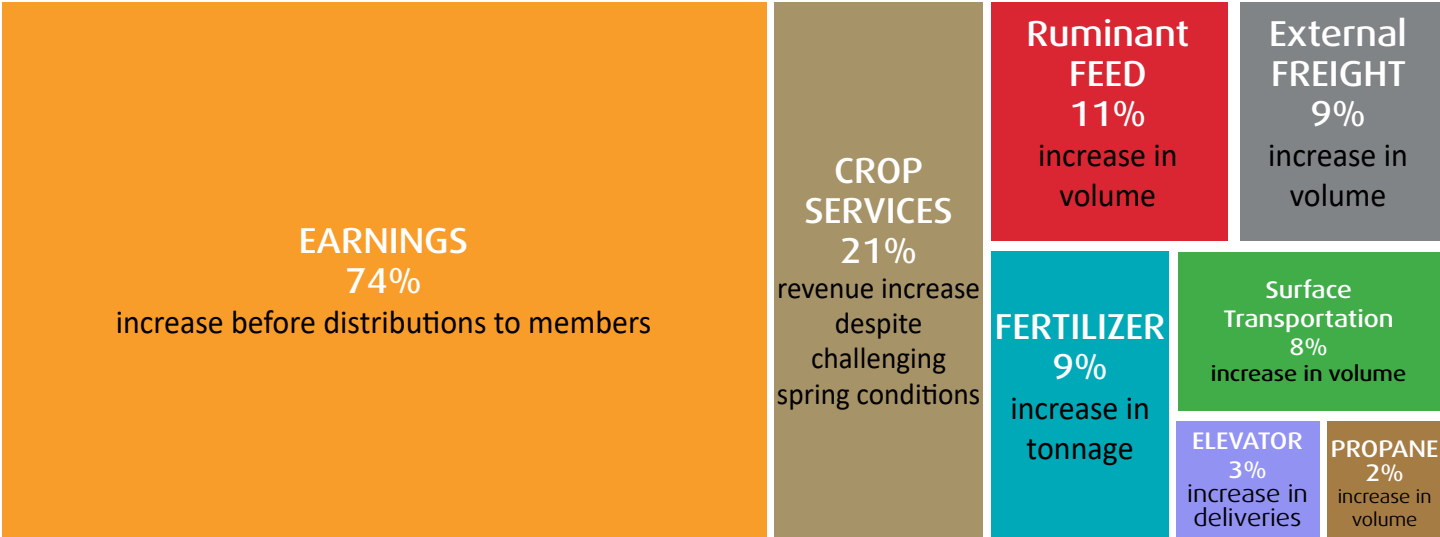
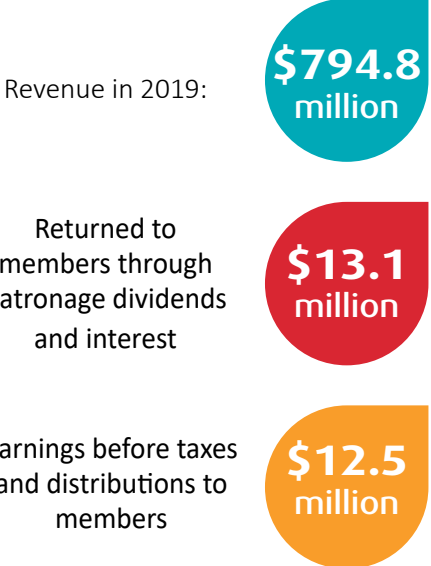
Brad Chandler, CEO

Annual General Meeting

The Annual General Meeting was held on November 27, 2019. Under the theme of “We bring the world”, the Board and Management were pleased to report a successful year for Hensall Co-op.



2019 Highlights



We grow BUSINESS, because We bring THE WORLD

- “We bring the world” focuses on how Hensall Co-op brings the world to Canadian producers.
- We are the feet on the ground in over 40 countries creating market access for producers
 - We are facilitators of efficient movement of freight from origin to destination by ocean, air, rail and road
 - We bring nutrition solutions from around the globe to our livestock producers
 - We access globally recognized partners as we provide fuel to run our members’ farms
 - We help our producers navigate global grain markets to maximize returns
 - We competitively secure crop inputs from around the globe
 - We give our producers the digital tools to provide field traceability to meet global end users’ stringent food safety expectations

Your BOARD of DIRECTORS

After the Annual General Meeting in November, the new executive was named. Terry VanderWal (Denfield) is your new President. Henry Venderburgt (Dashwood) takes the role of Vice-President. Peter Dinsmore (Gorrie) is now the Past President. Bill Wallace (Seaforth) continues as Secretary.



Back row left to right: Paul Gowing, Bluevale; Robert Cornelis, Alisa Craig; Terry VanderWal, Denfield; Bill Wallace, Egmondville; Keith Strang, Hensall; Henry Venderburgt, Dashwood
Front row left to right: Sebastian Kraft, Dungannon; Aise Van Beets, Bayfield; Peter Dinsmore, Gorrie; Steve Jansen, Seaforth; Ed Mosterd, Shakespeare

Hensall, Mitchell and Bloom locations certified under SQF Level 3

It was a busy year for our operations teams. We closed the year with all 3 of our processing facilities certified under the SQF Level 3 program requirements; Hensall, Mitchell and Bloom.

The Safe Quality Food (SQF) Program is a rigorous and credible food safety and quality program recognized by Global Foods Safety Initiative (GFSI) and by our customers world-wide. The SQF food safety and quality codes are designed to meet industry, customer, and regulatory requirements for all sectors of the food supply chain – from the farm all the way to retail stores.

“Site management and staff did an amazing job in accepting all of the changes, answering auditors’ questions and participating to view the process as a learning opportunity” said Amir Naveed, Corporate QA & Product Development Manager “Our excellent ratings are a result of their diligence and their recognition of the importance of maintaining high standards for food safety.”



New Corporate Video



At the Annual General Meeting in November we launched our Corporate video. We believe this is an important tool in showcasing our Co-op to our end users around the world, the local farming community and all our community stakeholders. The fact that we are an independent, Canadian Co-op is something we are proud of, but it is also a strong selling feature to drive demand for all our products.

While we would have loved to showcase all our facilities in the video, we concentrated on the Hensall location to minimize time and investment. Since we chose what turned out to be one of the busiest days of harvest for filming, you will see it made an excellent backdrop. We were fortunate to have the support of two members to film on location at their farms. Our thanks to the Cornelis and Brand families for putting up with our film crew.

Watch the video here: <https://vimeo.com/hensallcoop/aboutus>

We grow **COMMUNITY**

Hensall Co-op has pledged \$100,000.00 towards the proposed new Ontario Sustainable Crop Research and Innovation Centre at the University of Guelph's Ridgetown Campus. Ridgetown's plans are for a two-phase project. This pledge is in support of the second phase of the project to construct several specialized research labs for Ridgetown's 20 plus agricultural scientists as their current facilities have reached their life expectancy. The sponsorship will be paid over 5 years with the first payment made only after ground breaking.

The decision to sponsor the Ridgetown initiative was brought forward to the Board at the recommendation of our Executive. We see great strides made by other

growing regions in the global marketplace and this has made us recognize that research is critical to keeping Ontario agriculture globally competitive. We must be focused on delivering technology to our members to keep them competitive in an ever-changing marketplace.

To that end, we primarily saw this donation as an investment in an initiative that would provide a solid base for local research to support our members' interests more economically than funding it by ourselves. At the same time, it would support education in agriculture which had been identified as a key area to support since we, like everyone in agri-business, is faced with a critical shortage of employees.



Executive committee at cheque presentation

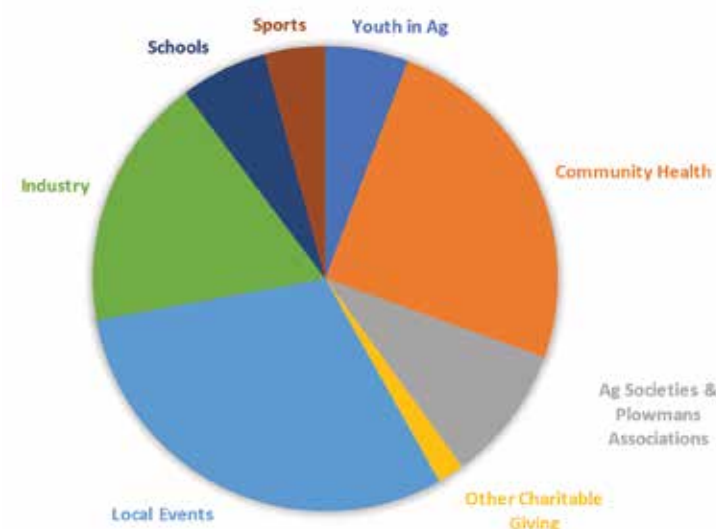
Investing in our Rural Communities through Sponsorships

We are proud to support our rural communities through sponsorship support. In fiscal 2019, we made in excess of 250 individual sponsorship investments across many rural communities. We receive many requests for support and with input from our employees, we have established criteria so we can direct our spending towards efforts that protect and build our rural communities, including strengthening our industry sectors.

We try to direct our spending as follows:

- Rural community and agriculture focus
 - i. Local causes for health and healthy Living (local healthcare and youth sports)
 - ii. Supporting agricultural events in our rural communities (Ag Societies and fall fairs)
 - iii. Supporting the education of youth in agriculture (Bursaries, 4H, agricultural education)
- We prioritize infrastructure projects for a long term impact with a preference to spend on communities not teams

This is the breakdown for spending in 2019:



The Hensall Hog Jog 2019 team:
l to r: Kelsey Banks, Kelsey Huitema, Adam Martens,
Samantha Klaver, Kim Alcock, Alisha Pol

Hog Jog

The 14th annual charity run/walk was held the evening of Wednesday, June 19th at the Stratford Rotary Complex. Proceeds went to L'Arche Stratford.

Since 1973 L'Arche Stratford has welcomed men and women with and without intellectual disabilities to live together in community. With four houses as well as supported-living, L'Arche Stratford is home to 26 core member individuals with disabilities.

A small but mighty team ripped up the course wearing the Hensall co-op colours in support of this cause.

Did you **KNOW** ...

Musings from the Membership Manager

1

We now offer Direct Deposit on your member accounts? By utilizing this option, we can assure your money is in your account quickly. To take advantage of this option please send a void cheque via fax to 519-262-2317, by mail to J. Cox, Hensall Co-op, Box 219, Hensall, ON N0M 1X0 or drop off at one of our locations with attention to Janice Cox. Please be sure to include your membership account number.

2

March 31, 2020 is the next investment maturity date? Please provide us with your instructions prior to then. Your original certificate must be returned to us with your signature on the back, along with your renewal instructions: Cash, Re-invest, Open Short-Term Demand, Investment or 2, 3, 4, 5, 7 or 10 years and how you want your interest collected. Reminder letters and emails will be sent out soon with full details.

3

Canada Post is not delivering mail with just an R.R. number as the address? We require full addresses. If you live in a rural area this would include your 911 number and road or street name. We are always updating member addresses, emails and phone numbers. (See page 22 to see what lengths we go to!) Please keep us updated to ensure we mail and/or email to your correct address.

We grow BUSINESS

Hensall Migrates South

With the acquisition of the assets at two crop input retail locations located in Harrow and Tilbury, Ontario, Hensall Co-op has expanded its reach to the Southern tier of Ontario. The sites will supply fertilizer, seed, crop protection and the associated value-added services to producers in the Essex and Chatham-Kent region. With liquid and bulk fertilizer storage in excess of 4,400 metric tonnes, warehousing capacity in excess of 9,000 square feet and room to store 6,000 units of bulk seed, the facilities will allow Hensall Co-op to provide agronomic solutions to the region's producers.

With the acquisition closing on June 2, in a normal year this would have followed the busy season. With the delays in planting, we jumped right into providing full service to producers in the area, thanks to the amazing teams at both locations.

Over time we expect this region will continue to expand our contracted acreage for edible beans and IP soybeans in Ontario as we work to meet the needs of the growing global plant-based protein market.



Harrow



Tilbury

Hensall South

Following the acquisition of the bean processing facility in Hensall, Ontario from Parrish & Heimbecker, we have completed several projects to allow us to improve the efficiency of processing throughout the Hensall site.

We upgraded by installing new cleaning in the receiving pits to eliminate dirt and pods during intake, increasing quality of storage, increasing the receiving speed to match the cleaning system (200 MT/hr), reworking the process plant to increase capacity, installing more sorters for multiple passes, installing additional

destoning equipment, reworking the machine sequences to maximize performance and improving the packaging line to enhance throughput, ensuring food safety.

These investments along with those made in Bloom, Manitoba have increased our processing capacity, ensuring we can meet market needs and increase value-added opportunities for our members.

Open House held in Drayton

Hensall Co-op hosted a grand opening for its Drayton fertilizer blending facility on July 10 with an open house and plot tour. Attendees were given the opportunity to tour the new state-of-the-art fertilizer blender that can blend up to 750 MT in an hour. Dekalb, C&M, NK and Croplan provided informative sessions overlooking the plots that were finally looking good following an incredibly wet spring. This was followed by the ribbon cutting ceremony attended by various levels of government. Mapleton Township Mayor Gregg Davidson, Perth-Wellington MPP Randy Pettapiece, Perth Wellington MP John Nater and Senator Rob Black all gave greetings to the audience.

CEO Brad Chandler spoke about the key role the co-operative plays in growing agriculture in Ontario. "Politics aside, Canadian food stuffs are sought after because consumers around the world are confident in their quality," said Chandler. Brad also congratulated the team on completing the facility on time in tough circumstances. "We believe this is a fantastic facility with innovative equipment and the best employees."



Parkhill and Exeter Gas Bar


In 2019 we made the difficult decisions to close the Parkhill Store and to sell the Exeter Gas Bar. While change is never easy, we made these decisions so moving forward we can focus on our strengths, adding the most value to our members.



Exeter Gas Bar



Parkhill Store



HENSALL CO-OP ENERGY
SPRING SPECIALS

Purchase 400 litres of combined product & receive 1 free 10 pack of Starplex EP-2 Grease*

Contact us today!
Paul - 226.921.0328
Brad - 519.891.1117
hensallco-op.ca/energy

Chevron URSA Super Plus 15W-40	
Bulk (min 500L)	\$ 2.95/litre
208 litre drums	\$ 768.43
18.9 litre pail	\$ 76.89
Chevron Starplex NLGI EP 2 Grease	
10 x 14 oz tubes	\$ 35.99
15.9 kg pail	\$ 109.16
54.4 kg keg	\$ 359.25
Transit Tractor Hydraulic Fluid	
Bulk (min 500L)	\$ 2.49/litre
205 litre drum	\$ 566.90
20 litre pail	\$ 62.65
Transit AW-32	
Bulk	\$ 1.75/litre
205 litre drum	\$ 451.38
20 litre pail	\$ 51.45
Transit Syn Blend 5W-20 or 5W-30	
Bulk	\$ 2.09/litre
205 litre drum	\$ 525.98
20 litre pail	\$ 58.66

*Offer good February 15 - April 30, 2020 *Prices may change without notice.

We grow INVESTMENTS

Hensall Co-op adjusted its interest rates on January 20, 2020 to reflect changes in the marketplace. We continue to offer our members a solid investment opportunity.

We are pleased to announce we have received approval to offer investment opportunities to our members in Manitoba.

Please contact Janice Cox at 1-800-265-5190 (select Member investments) or by email jcox@hdc.on.ca for more information on our special member investment options.



Invest in our growth


Special Member Investment Rates*	
2-year	4.50%
3-year	4.75%
4 year	5.25%
5 year	5.50%
7 year	6.00%
10 year	6.25%

*Rates effective January 20, 2020 and are subject to change without notice.



6.25%
for a 10-year term

Call today: 1.800.265.5190
and select 'Member Investments'.



DATA PRIVACY DAY

JANUARY 28
#DataPrivacyDay

We grow **EMPLOYMENT**

Meet Bill Foran, Certified Crop Advisor: Field Marketer and Sales Coach for Kent/Essex

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

I have been working in the crop retail/commercial grain sector for the past 35 years, with much of that time in the Chatham Kent region in sales and management. I live in the Kent Bridge area with my wife Susan, daughter Allison and son Tristan. I joined the Hensall team when they purchased the Tilbury and Harrow locations this past summer. The fact Hensall was growing and expanding their business into new territory was exciting and would offer both challenges and opportunity.

When did you first become interested in agriculture?

I grew up on a farm and have always been interested in agriculture.

What does a typical work day look like for you?

Since starting with Hensall Co-op I have been splitting my time between Harrow and Tilbury, helping the sales staff set goals and look for opportunities for our business. I also investigate opportunities for our growers, which may be in edible beans, IP soybeans or simply assisting in crop planning. This involves making on-farm calls to promote our goods and services and to better understand the needs of our customers.



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

Every day is different; every year is different because the weather can have a big impact on what happens. This changing environment provides challenges so we must work closely with our growers to assist them with their production needs. Whether it is helping to control different pests, different diseases, weed control or working long hours applying fertilizer, there is always lots of variety.

How do you keep up-to-date with the advances in this industry?

I have my CCA accreditation, which stands for certified crop advisor. The CCA program allows me to stay current with what's new and changing in the industry. Doing this helps me to give sound economic and environmental advice to our growers.

Migrating South...

We grow our team with Bill Foran

How do you add value to your customers' experience with Hensall Co-op?

I believe being a CCA brings value to our growers and helps us to be a trusted source of information.

What is the most memorable or exotic place you have travelled to and why?

That would be Australia when I finished college. I worked in Australia for approximately 7 months in an international agricultural exchange program. I worked and lived on a large cattle and sheep operation in southern Victoria. It was a great experience.

How can the co-op get better at attracting next-generation farmers to join?

We need to be leaders in the industry. We need to be able to adapt and keep up with the latest changes in technology. This may be in improved communication methods, advances in precision ag and assisting in traceability. We need to know and understand what our customers' needs are and work closely with them to help them achieve their goals.

What advice can you give to people just starting out in the ag industry?

I would say you always need to keep an open mind, don't get caught up with the 'we never did it that way before' attitude. There have been many changes in the last few years and this will continue at a faster pace in the future. Continuous learning and the need to keep up with the latest advancements in technology will help to find innovative solutions to problems.

As a child, what did you want to be when you grew up?

As a child, I thought that when I grew up I would be a farmer.

Bill's Preferences

Truck or Car:
Truck

Tea or Coffee:
Coffee

Beer or Wine:
Beer

Rock or Country:
Country

Burger or Salad:
Burger

Dog or Cat:
Dog

Country or City:
Country

Online or Print:
Print



Bob Rowe Retires

After 45 years in the energy sector, including 23 years with Hensall Co-op, our Energy Manager Bob Rowe retires on January 31, 2020.

During Bob's tenure he, along with his dedicated staff, have accomplished some significant milestones that have contributed not only to the success of the Energy Division but also to the profitability and sustainability of Hensall Co-op as a whole. These include amalgamating the Petroleum and Propane departments into one Energy Division to utilize staff and increase synergies and introducing a clean diesel program to provide added value to our energy customers. His passion and commitment led to growth in both the petroleum and propane businesses throughout his time with Hensall.

On Fridays Bob would always be found wearing red to show support of our Canadian Military. Bob continues to lead a group of dedicated volunteers in the production of maple syrup at Freedom Syrup. His patriotic "bush gang" have

raised in excess of \$125,000 for the Families of Fallen Soldiers Fund of Support the Troops. He was recognized as a Huron County remarkable citizen and was honoured to receive the Good Samaritan Award in memory of Corporal Mathew Dinning; one of the brave troops we lost in Afghanistan.

All of us at Hensall Co-op thank Bob for his distinguished career and we wish him well as he strikes off on another frontier.

Through Bob's mentorship the future success of the Energy Division is in capable hands with a group of knowledgeable and outstanding individuals. As we move forward Paul Dougherty will manage energy sales and Shannon McDonald will oversee the day to day operations.

Shannon has been with Hensall Co-op for 22 years, being Bob's 'go-to person' for all things operational in the refined and propane sections. Shannon consistently works to improve communications within the energy team as well as with our customers.

Paul joined Hensall Co-op in 2014. During his tenure there has been substantial growth in the lubrication and propane business. Moving forward Paul will be responsible for the continued growth in the division as well as overseeing sales staff and marketing.



Introducing Pablo Malacara

Pablo Malacara, *MBA, CMA, CTP* was appointed to the position of Chief Financial Officer effective Tuesday, September 3rd, 2019. Pablo is a native of Mexico and has been in Canada for most of his career. Pablo holds an MBA from The University of California (Los Angeles), is a Certified Management Accountant (CMA) and holds CTP, CFE and CDBV certifications.

Pablo's experience is in the finance sector, having held a number of senior level finance or accounting positions. He has worked both internationally and domestically and has significant experience in the agri-food sector, with past roles at Monsanto and Agritrend/Trimble. He is familiar with and understands the various sectors of the agricultural and agrifood space, including processing, grain and commodity markets, technology, data management and analytics, as well as software implementation, among others.

As the CFO, Pablo is responsible and accountable for building the financial strength of the company in alignment with our

vision, values, value proposition and strategy map through the proactive management of the company's financial and risk management operations. More specifically, Pablo will work with the CEO to develop and drive corporate strategy, manage corporate finances, develop and execute a vision for the IT department in its quest to provide real time knowledge, manage the capital request and budgeting processes, and build a finance team focused on providing world-class service and support to both internal and external customers.

We have already seen major improvements in the financial information that is available to us and we are looking forward to working with Pablo to continue with those improvements.

Two Accountants Pass Major Milestone

Congratulations to Nathan Martens (*left*) and Lucas Dupee (*right*) for passing the Common Final Examination. This is the final examination to earn the designation of Chartered Professional Accountant (CPA) in Canada. This is the culmination of years of hard work and study and we are fortunate to have Nathan and Lucas on our team.



We grow OPPORTUNITY

Hensall Co-op launches new website

In August, we launched our new website. In addition to aligning with our new brand, the website also provides for more efficient updates and better security. Check out our blog "News with views" for updates on what is going on at Hensall Co-op at <https://hensallco-op.ca/blog/>



© Can Stock Photo Inc./ronstik

2020 Contract Programs

Time is running out! Dry bean and IP soybean acres are filling up. Don't miss this opportunity to increase your bottom line. Talk to your Hensall Co-op field marketer and book your 2020 acres today.



Updating your membership information

In the fall of 2019 we held a draw for a TV or security system. Members who updated their membership information were eligible for the draw. Congratulations to the winner Over the Hill Farms Ltd. from Cypress River, Manitoba who selected the security system option.

We encourage everyone to update their membership information as this helps us to be more efficient and effective in our communications to you. Update your contact information by contacting Janice Cox by email: jcox@hdc.on.ca; calling 1.800.265.5190 Ext. 251 or online at hensallco-op.ca/Update-your-Member-Information.htm



Bill 156 Awareness: Social Media Posts and Letter to MPP



19 December 2019

By email to The Honourable Ernie Hardeman, M.P.P.
Minister of Agriculture, Food and Rural Affairs

RE: Hensall Co-op supports Bill 156 – Security from Trespass and Protecting Food Safety Act

Dear Mr. Hardeman

As an Agricultural Co-operative that does business with more than 3,000 farming entities, we want to express our support for Bill 156, the Security from Trespass and Protecting Food Safety Act. We strongly believe this type of legislation is necessary to protect the members of the farming community from trespassers who have shown disregard for the sanctity of private residences, not to mention the bio-security threats they impose on livestock.

We are not supporting legislation such as Bill 156 so our farmer members can hide the way they produce food. That argument is baseless. We know consumers today want to know where their food comes from. Ensuring food safety is of paramount importance to us as an organization and the members we serve. Our Animal Nutrition team is dedicated to maintaining the health of the livestock we feed because that is what our farmers ask of us. A large part of our revenue base of \$795 million comes from export markets and we are fortunate that Canadian farmers are viewed around the world as a favoured supplier of high-quality, safe agricultural food products. To that end we have invested in and will continue to invest in traceability to protect and maintain this reputation. We are proud of our industry and we most certainly do not believe the industry has anything to hide.

We support this legislation because we have an intrinsic interest in ensuring the members of the farming community and their livelihoods are kept safe.

Thank you for this important legislation and your support of Ontario farmers.

Brad Chandler

We Grow ...

In YOUR Community

Hensall

519.262.3002 or 1.800.265.5190

Ailsa Craig 519.232.4449
Aylmer 519.773.5169
Aylmer Crops 519.773.2125
Bloom 204.252.2444
Brussels 519.887.9933
Clinton 519.482.3438
Drayton 519.638.2707
Exeter 519.235.1150
Exeter Distribution - Seed 519.235.4761
Exeter Dist. - Shipping 519.235.4992
Exeter Global Repair 519.235.3252
Forest 519.786.5424
Greenway 519.238.8701
Harrow 519.738.2271
Kurtzville 519.335.3535
..... 1.877.858.2220
Lakeside 519.349.2243
Londesborough 519.523.4470
Londesborough Feed 519.523.9606
..... 1.800.265.9000

Miami 204.435.2227
Mitchell 519.393.6010
..... 1.855.393.6010
Mitchell Feed 519.348.8752
..... 1.800.669.3502
Rignold 204.274.2223
Ripley 519.395.5955
..... 1.855.895.5955
Seaforth 519.522.1000
..... 1.888.522.1112
Tilbury 519.682.1484
Westfield 519.523.4221
Zurich 519.236.7155
..... 1.800.565.7155

Grain receiving only:

Altona 204.304.0269
Bright 519.580.0885
Carman 204.745.6747
Gads Hill 519.274.1984
Wroxeter 519.335.6813

