

Adding Experience

By Nick Alderson, CEO



From mobile devices and on-the-fly data transfer to GPS and drones, technology is transforming agriculture. One of my goals here at CBH is to put technology to work for your cooperative, improving our service and building a stronger bottom line. That's just one reason I'm excited to welcome Todd Reif as our new director of sales.

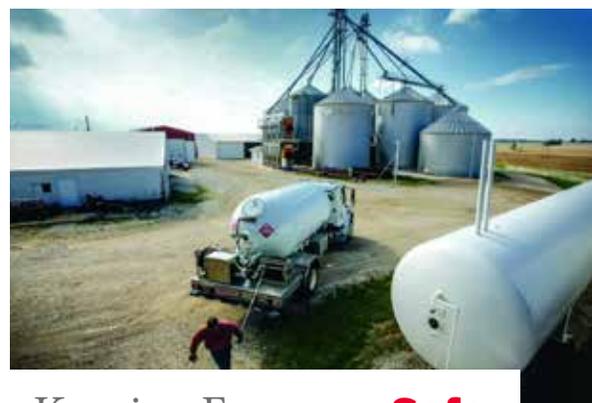
As you'll read in his profile in this issue, Todd brings a wealth of cooperative experience to CBH. In particular, he's very familiar with the Energy-Force™ software we will be using throughout our energy department. He will also be a great resource for CBH, as well as our agronomy and feed customers. We are confident that Todd will help us deliver a more uniform customer experience at all of our locations.

Elsewhere in your cooperative, we've added two new bins at our Gillette location. We've just completed a major project at our Union Center facility, regrading the property to improve drainage away from our building.

Overall, our retail business is performing very well. At our Gillette Country Store, we just completed our brand retention with Cenex®. That facility is looking top-notch, and we're clearly communicating to customers about energy products we offer.

We've made some very good strides in the area of safety and compliance, highlighted by the creation of the director of risk management position. Our director, Amanda Maine, is working closely with Scott Moe, a long-time industry professional that I know very well. Together they're helping us create the safety culture we want to have at CBH.

Fall is definitely in the air. Stay safe at harvest and have a wonderful holiday season.



Keeping Everyone Safe

Propane has quite a remarkable safety record, but it is always important to familiarize yourself with its safe use and practices.

CBH CO-OP is taking the necessary safety steps to ensure the overall safety of its members and employees. Working under the direct supervision of our insurance company's recommendations, the implementation of Energy-Force and the propane safety folder were necessary additions to CBH's current safety plan. These are just two of many required changes on the safety & compliance team's course of action guided by NFPA 54 & 58. This National Fuel Gas Code outlines proper safety procedures and protocols regarding new customers, first services, out of gas fills, change in occupancy, system interruptions and suspected leaks.

CBH is going to continue to adhere to these propane safety standards, which will assist with insurance compliance and controlling insurance premiums. Here's to keeping CBH CO-OP *always running*.



Our new bins have been delivered in Gillette.

Meet (the rest of) THE CBH TEAM



Amanda Maine

Director of Risk Management

A Harrisburg, South Dakota, native and Northern State University alum, Amanda joined the co-op in April of 2010. "I started as the credit manager, bringing the co-op's outlying locations'

receivables and new accounts to one centralized location, and making online account and payment options available to patrons. In May of this year, I moved into safety and compliance when the opportunity presented itself."

Amanda states that in her position as director of risk management, one goal stands above all others. "My first priority is to do everything I can to ensure that our employees go home safe at the end of the day."

The concern Amanda has for her coworkers also extends to CBH patrons, with a particular emphasis on the area of energy. "CBH has invested in Energy-Force software," Amanda says. "This system tracks all of our energy deliveries, maintenance activities and testing procedures, while under the insurance company's watchful eye. It's a tool that helps us make sure our propane customers are living with a safe and compliant system in their home or business."

Insurance recommendations play a critical part in Amanda's duties. "In keeping within the parameters and goals set forth by our insurance company, I have worked diligently with our insurance agent to create a safety folder in order to document any new propane sets, pressure tests or leak checks," Amanda states. "It spells out what to do if they suspect a leak in their home or business and gives us the guidance to ensure that system is working to its hazard-free potential."

Amanda enjoys the challenge her job brings. "Our propane department has been phenomenal with safety and compliance, and these are examples of other steps we're taking to make sure issues don't occur that could have otherwise been prevented." Keeping patrons and employees safe is a big job, but insurance-driven recommendations are key to a successful cooperative, and CBH is no different. Amanda is excited to keep moving forward in her duty to keep everyone as safe as possible.

"This has been a great change for me," she says. "I now have deeper interactions with my coworkers and I'm able to get out to our locations and work with them on a daily basis. I'm extremely busy but I really enjoy what I'm doing."



Berline Greenough

Director of Human Resources

Likely the only native Oklahoman on the staff, Berline has served the cooperative for 18 years in the Hot Springs office. "I started as a bookkeeper in 2001 and worked my

way up to my current position as director of human resources," she says.

As director of HR, Berline has a wide range of responsibilities, including insurance, fielding employee questions and reviewing job applicants. Currently, she's been focusing on a new software system to help track employee training and development.

"I'm in charge of implementing the ADP® system," she explains. "In addition to payroll management, we're utilizing ADP to document employee training to meet OSHA, state, federal and DOT requirements."

Though ever-changing regulatory requirements are challenging, Berline is happy in her role. "I really enjoy HR," she summarizes. "I get to know the employees, I like knowing the people I work with and being able to help them."



Dan Davis

Director of Propane

A Rapid City native, Dan has been with the co-op for 25 years. "I got into energy as a bobtail truck driver, worked up to service, then became the department manager and am now

the director of propane."

According to Dan, the propane staff has been busy getting ready for winter. "If you haven't done so already, now is the time to top off your tank. Also, as winter sets in, our drivers do appreciate your help in keeping driveways clear and, if possible, clearing a path to your tank."

Dan also wants all CBH customers to be aware of some of the propane services available. "For example, we offer a forklift cylinder exchange service, and we fill bottles and camper tanks at all of our locations," he notes. "For your convenience, you can also view your statements, review your account history and pay your bill online through our website — anywhere, anytime."



Todd Reif

Director of Sales

Todd Reif brings a lifelong love of agriculture and 36 years of successful cooperative management experience to his new position as director of sales for CBH CO-OP.

Born and raised on a cattle and alfalfa operation near Salem, South Dakota, Todd began his cooperative career in Marshall, Minnesota, in 1983. He was there for almost 32 years and managed the co-op as it grew into a CHS regional. He then went on to manage the CHS Larsen Cooperative in New London, Wisconsin, for five years. So why CBH and why now?

“I’d had a lot of success in my professional life, and my wife and I had reached the point in life where our work and our lifestyle had equal value,” he explains. “This is a

very good cooperative with great opportunities, and my experience and skills are a good fit for where CBH wants to go. We bought a place in Boulder Canyon a couple of years ago, so we’re well familiar with the area. I get to do work that I know in a place that we want to be.”

Todd brings a depth of experience in all phases of cooperative business — agronomy, energy, feed and grain — to his new position, coupled with a passion for sales. And, as Nick mentioned in his article, extensive experience with the Energy-Force program. That all means Todd has been able to hit the ground running.

“Honestly, my first week couldn’t have gone better,” he states. “I got out to all the locations, was introduced to the employees, went out to several board members’ places and got a good feel for the geography. It’s pretty broad — from Union Center to Gillette and Nebraska to North Dakota and Montana. There is a lot of opportunity here.”



Devin McGrath

Director of Retail and Lubricants

Originally from Glyndon, Minnesota, Devin came to Rapid City to attend National American University. After graduation, he went to work for CHS in Gettysburg, South Dakota, before

coming to work at CBH as a Certified Energy Specialist. “I did that for five years before becoming the manager of the lubricants division,” he recalls. “After three years, I moved into local sales and also served as the interim manager of several departments. In February of this year, I became the director of retail and lubricants.”

In his current position, Devin oversees all CBH C-stores as well as the lubricants division. One of his initial goals was to increase the purchasing power of the cooperative’s C-stores.

“Working with our C-store consultant, Terry Sorenson, we now have all of our stores buying as one entity, rather than making their purchases independently,” he explains. “Once we put our buying power together, we were able to negotiate contracts with more advantageous pricing, enabling us to strengthen the cooperative’s bottom line.”

Moving to lubricants, Devin notes that customers will want to take advantage of fall lubricant sale offers on Cenex® lubricants. “You’ll earn one \$50 VISA® gift card for every 125 gallons of lubricant and grease products purchased.”



Chance Hershey



Angie Mann



Devin McGrath



Matt Moore

CBH CO-OP would like to congratulate Chance Hershey on 30 years of service, Angie Mann on 15 years of service, Devin McGrath on 10 years of service and Matt Moore on 5 years of service. We sincerely appreciate your hard work, dedication and efforts year after year!



2030 MAIN ST.
STURGIS, SD 57785

PRSR STD
U.S. POSTAGE
PAID
VISTACOMM

NOTICE: CBH CO-OP Credentials and Election Committee is accepting nominations for the board of directors. To be nominated for a directorship, a petition signed by 10 or more stockholders shall be filed at the principal office of the Cooperative no less than forty-five (45) days before the Annual Meeting. For more information please contact Steve Harwood 605-985-5296 or Chris Grubl 605-347-1254.

A REWARDING INVESTMENT. POWERED LOCALLY.®



Earn a \$50 Visa® gift card for every 125 gallons of high-quality Cenex® oils, hydraulic fluids, gear lubes and greases you buy between November 1, 2019 and February 28, 2020. See us for details, and ask about the Cenex Total Protection Plan® for up to 10 years/10,000 hours of coverage. **Stop in today to earn gift cards.**

Belle Fourche Feed, Ag & Lubricants
77 N 6th Ave (605) 892-2940
Gillette Elevator
207 1st St E (307) 682-4772

