

Primeland Perspective

CUSTOMER NEWSLETTER

Creating connections to empower our customers

CHS Primeland is a cooperative. That means we're owned by the customers who do business with us. This creates a unique connection not typical of tailgaters or online suppliers. As a cooperative, our business model has always been one of relationships — with our patrons, customers and our vendor partners.

The environment we function in today changes almost daily. The challenge we face is how, in this fast-moving environment, we maintain our connections (and create new ones), provide valued services and remain our customers' first choice, all while trying to remain successful and profitable so we can reinvest for tomorrow's patrons. To meet this challenge, we evolve.

Our evolution is ever-changing as our customer base changes around us. We're working hard to figure out what we need to pare down and what is no longer a viable product or service. We must work even harder every day on being best-in-class for those products and services that we continue to provide. We need to charge appropriately for those services that are valued by producers and make sure our pricing is simple and transparent to minimize the price disparity between our business model and others.

Just like you, we witness the effects of the internet and the no-service economy on our Main Streets every day and their negative effect in our communities. That's why we're addressing these challenges by working together for shared success.

Regardless of what we do, we must remain financially sound so that the investments we make today protect our owners' equity and provide value for future generations. How do we do all of this? We seek out and develop high-performing, diverse and passionate teams, use sustainable technology platforms, focus on operational excellence, support robust and efficient supply chains, all while maintaining a strong balance sheet.

So where are we at financially? Through the end of July, our bottom line is just over \$3 million, that's lower than our projected budget of \$6 million and a concerning challenge. However, there are some positives. Our Grain business is very stable and profitable due to the infrastructure investments and sound marketing decisions we've made. Seed is right on budget, as well as our Energy business. The area where we see the most challenge is Agronomy, which has been dramatically affected by rapid market changes in an increasingly competitive landscape.



*By Ken Blakeman
General manager, CHS Primeland*

To evolve, we're welcoming new ideas, sometimes from out-of-the-box sources and bringing in new people with new perspectives and skills. Throughout this newsletter, you'll see how your co-op and our people are working hard to add value to your operation.

We're committed to putting the well-being of our customers, staff and communities first, sharing our successes, providing strong safety and health programs and making good economic decisions. We all win when we work together. Thank you for your business.

Contact Ken at ken.blakeman@chsinc.com.

CoAXium: A system approach to adding value

By *Tori Rudolph, Seed specialist, and Kevin Whittaker, Seed Department manager*

We're really excited about the new wheat production system we're offering to growers! It's called CoAXium™, and it's a complete solution for controlling grassy weeds in wheat, such as feral rye, jointed goatgrass and downy brome (but not Italian rye grass). It starts with CoAXium wheat varieties bred with the AXigen™ trait, followed by an application of Aggressor™ herbicide for broad-spectrum grassy weed control. Hard red winter wheat varieties are available now; soft white varieties are being developed and should be available in the next two years.

Together, this system lets growers produce more, higher-quality wheat with less dockage and foreign matter. It's also the only system available with no plant-back

restrictions and limited soil residue, providing greater crop-rotation flexibility. And finally, the AXigen trait is owned by Colorado State Growers, a group of wheat producers just like you.

Where are we with rolling out CoAXium? We've been showcasing it in our own test plots, so we have the data to see how it's performing. We've also been hosting plot tours so growers can see these results themselves. Usually, that's all it takes. So far, growers around Lewiston and in Washington's Asotin County have adopted it, and more are signing up.

If you're interested, just ask. We're available to help growers with information,

purchasing and answering questions. CoAXium is just one way we're always looking to add value to our growers through education, finding the best varieties that work in our area and, after we've had the chance to evaluate them, offering the most-effective products.

Contact *Tori* at victoria.rudolph@chsinc.com or *Kevin* at kevin.whittaker@chsinc.com.



Doing our level best to conquer weeds

I don't need to tell you that we've had a tough year for weeds. But we have a new adjuvant from CHS to help you conquer your problem weeds. CHS Level Best® is a unique product designed to boost herbicide performance. Cody Beckman, Certified Crop Advisor, and Chris Reeves, technical specialist, already have been working with producers and reporting impressive results.

"On chem fallow acres, prickly lettuce can be almost impossible to control, especially if you don't catch it when it's

small," says Cody. "But CHS Level Best helps break down the weather-hardened cuticle of the plant so that the herbicide can get into the plant and kill it." Cody adds that completely killing a weed not only eliminates it, but also helps reduce herbicide resistance.

"So far, growers have been really impressed with its control of bolted prickly lettuce."

Chris has been seeing similar promising results with Russian thistle and kochia across multiple environments. "CHS Level Best is the best option on the market for controlling those weeds typically treated with glyphosate-based herbicides," he says.

We're excited to have Chris as a resource for our Agronomy team. With his wealth of technical information about crop protection products, he's going to be a big benefit for our customers.



By *Ken Mingo*
Manager, Seed and
Agronomy Division

Chris describes himself as a problem solver willing to make recommendations that fit your agronomy situation, or, if he doesn't know, keep digging until he finds your best opportunity for fertility and weed control.

If you're interested in what CHS Level Best can do for your problem weeds, give Chris, Cody or our other agronomists a call.

Contact *Chris* at chris.reeves@chsinc.com, *Cody* at cody.beckman@chsinc.com and *Ken* at ken.mingo@chsinc.com.



New position combines energy procurement, logistics

By *Lee Holtom, Energy procurement and logistics specialist*

Little did I know in 2016, when I started working for CHS Primeland at Port of Wilma in plant operations, that three years later, I'd be transferring my agronomy supply skills to the Energy Division. Since June, I've been in a new position that combines energy procurement and logistics.

With this position, I'll be able to focus on markets and take advantage of energy-buying opportunities so that our customers

have product when they need it at the most-competitive price possible.

Moving forward, my goal is to continue providing risk-management tools to our customers through contracting fuel purchases. I also want to take it a step further by participating in hedging opportunities for CHS Primeland to better manage our position in the markets.

Contact *Lee* at lee.holtom@chsinc.com.



Training aims to amp up service

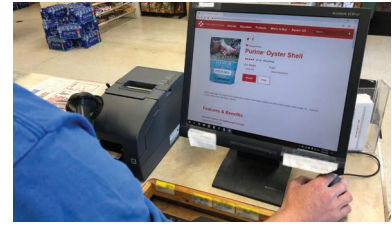
By Butch Schwindt, Energy and Retail Division manager

Ever walk into a big-box store and couldn't find a single person to answer your question? Or had a question about an online product, but there was no help to be found? Service is one of the major victims of today's retail environment. But we're aiming to bring service back into your CHS Primeland Country Store and energy-buying experience.

To make that happen, we've started regular training sessions with our Retail and Energy personnel. Recently, Stu Wright from Cenex® held a session with our fuel-truck drivers and location managers about our

fuels and lubricants, additives and all the value-added aspects of these products. They're also learning how to talk with you about these products so they can make recommendations and help you choose the product that suits your needs best.

We're doing the same for our retail staff, educating them about the features and benefits of the products in all the categories we carry to give them the knowledge base they need to serve you. We've also changed their titles from store clerks to sales associates to emphasize their importance to our retail business.



Through training, our goal is to bring service back to your buying experience. And remember: If you can feed it, farm it, fence it, fuel it, fertilizer it, you'll find it at your CHS Primeland Country Store!

Contact Butch at butch.schwindt@chsinc.com.

New rail facility and exceptional service add value

By Russ Braun, Grain Division director



In early July, the first malting barley cars were loaded at the new Lewis Clark Terminal rail facility at Port of Lewiston.

This new loading facility links growers of crops such as canola, feed and malt barley, and garbanzo beans to the rail lines serving barge terminals, giving producers a crucial route to domestic and export markets.

The new rail loading facility is just one way we're adding value for our grain customers through exceptional service. For instance, if you sell grain to us, we like to have the check in your hand the same day, or for sure, the next. Quick

turnaround, better marketing advice and contracting options, as well as our staff in the field who can help you make marketing and planning decisions, are all part of the value package we offer our customers. Factor in the more than \$7 million we've invested to upgrade your grain facilities and make them better and faster, and it powerfully underscores our commitment to growers.

Contact Russ at russ.braun@chsinc.com.

MyCHS app undergoes major overhaul

Beginning in early December, about 70 employees across all CHS co-op locations put their heads and mobile devices together to do a complete overhaul of the MyCHS web-based app.

Among those 70 testers and advisors were Holly Rourick, grain clerk, and Jeff Sayre, grain buyer, from CHS Primeland. Holly says they were chosen for the team, in part, because the co-op has one of the largest groups of producers using it online. Holly had become the go-to person for troubleshooting the app for CHS Primeland customers, so she was very familiar with it.

"In the past, it hasn't been very user friendly," says Jeff. "Sometimes it worked and sometimes it didn't. While all of us on the team contributed to make this a useful tool for our customers, Holly made more suggestions for improvements than anyone else."

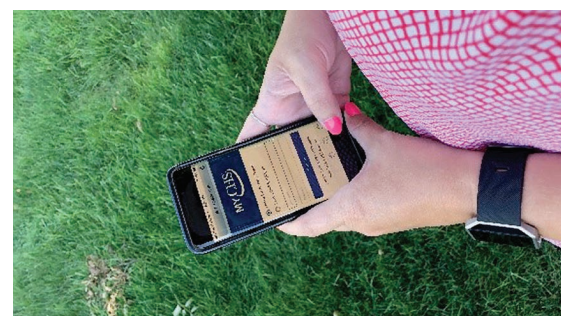
"The biggest thing we worked on was making it mobile friendly, since more producers are using their phones to access information," Holly says. The team also focused on fixing glitches, making downloads speedier, improving accuracy and creating user-friendly reports.

With the new version of MyCHS, producers use one simple sign-on to see their CHS business activity all in one place, even if they have multiple accounts. Contracts, bookings, prepays, scale tickets, payment history and more for agronomy, energy, grain and seed business can be viewed, sorted and even downloaded, from anywhere, anytime. The biggest advantage — saving time. CHS transactions are a touch away, whether in front of a laptop in your farm office, on a tablet in the field or on your phone in the cab of your tractor.

If you're not familiar with MyCHS, it's free and available to all farmers and ranchers doing business with CHS. You can register for it on the CHS Primeland website, www.chsprimeland.com.

"I really appreciated that CHS wanted all of us from around the country to provide input and then test it as we went along," Holly says. "It was a real team effort."

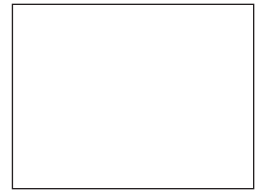
Contact Holly at holly.rourick@chsinc.com or Jeff at jeff.sayre@chsinc.com.





PRIMELAND

PO Box 467-468
Lewiston, ID 83501-0467



Sharing safety expertise

by Nick Broemeling, Safety and Compliance manager

Through ongoing training, testing and certification, our employees are top-notch when it comes to safety. At this time of year, when a breakdown can cause costly delays or an accident can be life-changing, we strive to share that expertise with our customers.

For example, at locations where we have grower-pull application equipment, we treat it just like it's our own and ensure that it's as safe and compliant as it can be.

Another way we share our expertise is by offering in-person checks of your equipment. One of our field staff will go over your equipment, checking structural integrity, hitches and other connection points, tightening nuts and bolts, making sure hoses and transfer equipment are within their working service life, ensuring the machinery is properly guarded and more. All it takes is a phone call to a CHS Primeland location near you.

Plus, we're sticklers for having and wearing the correct personal protection equipment (PPE). If you don't have what you need, we'll make sure you get it.

Safety during harvest is top-of-mind for all of us at CHS Primeland. We're part of your team in the field and in the shop, and sharing our safety expertise with our customers is one way we add value to your operations.

Contact Nick at nick.broemeling@chsinc.com.



Meet Carly Weaver

CHS Primeland has a new Marketing and Communications specialist — Carly Weaver. Carly is a recent agribusiness and marketing graduate from the University of Idaho. Raised on a small farm in Star, Idaho, she learned the joys and discomforts of agricultural life and developed a deeply rooted passion for the industry and the people involved in it.

"I believe I have a solid foundation of knowledge to get started, and I have a great network within CHS Primeland and the community to support me as I build my knowledge base. I'm eager to learn more about the business, the folks who run it, and the customers we do business with," Carly says.

Please join us in welcoming Carly!

Contact Carly at carly.weaver@chsinc.com.

