



BIG SKY



NEWS & UPDATES FROM CHS

FALL 2024

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Hello from your new senior director of operations

Paul Haeder

Greetings!

I'd like to take this opportunity to introduce myself as your new senior director of operations for CHS Big Sky and CHS Mountain West. I started in early September and had the opportunity to spend my first 30 days on the job with Mark Lalum, former senior director of operations, who retired on October 4.

I've had a long career in energy and operations management, which uniquely positions me for my new role with CHS. As a vice president in multiple organizations, I've found success in growing business through an unparalleled customer experience and professionalism in all facets of the company.

I grew up in a farming family, which has cemented my roots in agriculture. I am excited to work closely with our CHS teams to help lead CHS Big Sky and CHS Mountain West into the future.

I would like to take this opportunity to thank Mark for his service and dedication to the cooperative. Mark began his career with CHS in 2000. He held various roles within the company and led his team through the consolidation of CHS Kalispell and CHS Mountain West. In retirement, Mark looks forward to traveling, building a house and spending time with his children and grandchildren. Please join me in thanking Mark for his tremendous leadership!

I'm looking forward to meeting customers and member-owners of both CHS Big Sky and CHS Mountain West. Please feel free to contact me with any questions you may have. My phone number is 406-755-7400 and my email address is Paul.Haeder@chsinc.com. ■

GO TO MARKET UPDATE

Perry Johnston, sales manager



As we reflect on the achievements of FY24 and look forward to the opportunities in FY25, CHS Big Sky is excited to share our go to market (GTM) strategy, which is designed to drive growth, innovation and customer satisfaction.

A year of strategic growth

This past fiscal year has been a transformative year for CHS Big Sky. Our focus on strategic growth has yielded significant results, thanks to the dedication and hard work of our team. Here are some of the key highlights:

- **Market expansion:** We successfully expanded our market presence in key regions, which increased our customer base. This growth was driven by targeted marketing campaigns and strategic alignment within CHS and also through external business partnerships.
- **Product innovation:** Our commitment to innovation led to the launch of three new products that have been well received by our customers. These products not only meet the evolving needs of the market but also set new standards for quality and performance.
- **Customer engagement:** Enhancing customer engagement has been a top priority. We implemented a new customer relationship management system that has improved our ability to understand and respond to customer needs, resulting in a significant increase in customer satisfaction scores.

Looking ahead

As we move into FY25, our GTM strategy will build on the successes of FY24 while addressing new challenges and opportunities. Our focus will be on the following key areas:

- **Digital transformation:** We will continue to invest in digital technologies to enhance our operational efficiency and customer experience. This includes the implementation of advanced analytics to drive data-informed decision-making.
- **Product diversification:** To meet the diverse needs of our customers, we will introduce a range of new products tailored to different market segments. Our research and development team is working on innovative solutions that will set us apart from the competition.
- **Strengthening partnerships:** Building strong relationships with our partners is crucial for our success. We will deepen our collaborations with suppliers, distributors, and other stakeholders to create a more resilient and responsive supply chain.
- **Employee development:** Our people are our greatest asset. In FY25, we will launch new training and development programs to equip our employees with the skills and knowledge they need to excel in their roles and drive our business forward.

CHS Big Sky is poised for continued success in FY25. Our GTM strategy is designed to capitalize on the momentum of FY24, ensuring that we remain a leader in our industry. We are confident that with the support of our dedicated team and valued partners, we will achieve our goals and deliver exceptional value to our customers.

Thank you for your continued support and commitment to CHS Big Sky. ■

GRAIN UPDATE

Neil Mauws, senior operations manager

As we close out one year and start a new one, I'm excited to share an update on our grain operations within CHS Big Sky.



Safety first

Safety remains a top priority for everyone at CHS. Our commitment to creating a safe working environment is unwavering, and we continue to invest in the latest safety equipment and technologies. With the completion of the new elevator system in Kershaw, we have taken another step forward in eliminating all endless belt systems within CHS. Additionally, we are committed to eliminating confined spaces wherever possible. This has led to the removal of numerous ladders and the installation of stairs, making these spaces more accessible and easier to maintain.

Facility upgrades

When upgrading our facilities, we always consider how these improvements will benefit us both now and in the future. Our goal is to design and operate our facilities in a way that makes it easier for our customers to do business and for our employees to focus on customer service. While no one enjoys cleaning an elevator, necessary repairs and upgrades can reduce the time our employees spend on cleaning, benefiting everyone. Our facilities handle millions of bushels of grain annually, and we are working with employees and local contractors to improve the condition of all our elevators. We understand that breakdowns can be frustrating for our customers, and we plan to schedule repairs and communicate shutdowns well in advance to minimize disruptions.

Employee appreciation

I want to take this opportunity to thank all our employees who work in our elevators for CHS Big Sky. From early mornings and late nights to the odd hours spent loading trains, we are extremely grateful for their dedication and hard work. We cannot thank them enough for their contributions.

Down the road

We value your feedback and encourage you to share any questions or suggestions you may have. Your insights are crucial as we strive to improve our operations and achieve our strategic goals. Thank you for your continued support and trust in our company. ■



AGRONOMY UPDATE

Darius Wendlund, senior operations manager



Fiscal year 2024 was a challenging year for the CHS Big Sky agronomy operations. With a very slow fall fertilizer season due to drought and spring commodity prices looking more favorable for growers, it left much of our year's work to be done in the spring season. It took team collaboration on everyone's part to work through the spring and get fertilizer delivered to our customers. Other challenges involved a tight supply of certain fertilizers such as phosphorous, but also the concerns of carrying tons of fertilizer to the next season with the risk of falling prices. Our CHS Big Sky team worked very closely with the

CHS crop nutrients team to navigate these challenges and manage risk to make sure we kept product on hand but also remained competitive for our customers. Looking back on all of the challenges in fiscal year 2024, I feel the year was a success due to a strong team effort.

Looking forward to fiscal year 2025, we will continue to work closely with the crop nutrients team to supply our customers with their fertilizer needs for the coming season. We have had a decent fall run as more winter wheat has been planted this fall than in recent fall seasons. In the upcoming months CHS Big Sky will look to secure tonnage for spring as we evaluate fertilizer markets and our customers' needs. ■

STEWARDSHIP UPDATE

Russell Alisch, director of operations

Through the CHS Seeds for Stewardship program, three organizations in northern Montana recently received a combined total of \$15,000 to help fund local projects. The CHS Seeds for Stewardship program supports organizations and projects that are focused on safety, ag education, and strengthening and uplifting hometown communities. The funds donated by CHS Big Sky are part of the CHS commitment to empower a safer, stronger rural America through financial support that goes directly back to communities where CHS farmer- and rancher-owners and employees work, live and do business.



Wildhorse Rural Volunteer Fire Department received funds to purchase AED (Automated External Defibrillator) devices to distribute throughout the geography of the fire department, which is located northwest of Havre, Mont., and covers significant territory. The AED devices will provide life-saving measures for rural areas outside of Havre.

The Blaine County Fair Foundation received funds to replace bleacher seating at the Blaine County Fairgrounds. The goal of the project is to provide safe and enjoyable seating for community members to watch events at the fairgrounds.

The Great Falls Public Schools Foundation received funding to revamp the playground at Sacajawea Elementary School to create an all-inclusive play area for children. The goal of the project is to achieve inclusivity in both the playground surfacing and the playground structures to give children and families of all abilities the option to play together. This project will bring the adults and children in the community together. ■