

THE MARK

EMPLOYEE NEWSLETTER

VOLUME

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CEO UPDATE FROM HEATH BARNES

We have completed another fiscal year and while we don't have all the final numbers compiled, our financials indicate another solid performance for fiscal year 2022. Once again, I am impressed and proud of your focus and commitment to provide an excellent experience for our customers on a daily basis. Our success as an organization depends on the success we create for our customers and your hard work has delivered on both – Thank You!

Why do we do what we do? The simple answer might be profit, bottom line performance, or the patronage payout to our member owners, but what exactly is the purpose of the cooperative?

Cooperatives were first introduced in agriculture during the roaring 1920's. During this time the agricultural industry was dominated by the ABC companies. These giant corporations used their market influence to suppress grain prices and inflate input pricing. Farmers quickly determined that they could better compete in the marketplace by collectively building and operating their own facilities.

This allowed them to extract market power they did not have as individuals and the cooperative system was born. In its most basic form, the cooperative provides goods and services at competitive prices that producers would be unable to obtain individually. This remains our purpose today.

Today's market environment is very different from what the early co-ops faced. The mega-corporations, both private and cooperative, are driving an ultra-competitive environment. Their buying power and, in many cases their manufacturing operations, provides them a superior market position. This makes it critical for us to continue to look for growth opportunities and even more important for us to continue to improve the experience we offer our customers.

You and your teammates are the most critical component in delivering excellent service and a superior customer experience. This not only includes how we speak and interact with our customers, but it also means that the size and scale of our facilities needs the ability to service our producers big and small in a fast and efficient manner.

“You and your teammates are the most critical component in delivering excellent service and a superior customer experience.”



Launching Mercer Landmark Connect

Today's customers also expect us to offer more than the traditional methods of doing business mentioned above. Many of them, like us, want the convenience of being able to access their business transactions and connect digitally with their suppliers whenever and wherever they are. This is why we've launched Mercer Landmark Connect.

Mercer Landmark Connect is a digital engagement tool that allows our customers to access their data on their own terms. They can review and pay invoices, review work orders, be notified when custom application has been completed, review and sign grain contracts, review grain delivery tickets, get up to the minute grain pricing, and so much more. In the future, producers will be able to submit grain sale targets and order propane and fuel 24/7 at their convenience. This intuitive platform will seamlessly connect our customers to Mercer Landmark, offering the ability to do business with us whenever and wherever is most convenient for them. Mercer Landmark Connect is another tool that helps us create a differentiated excellent customer experience.

Our winning competitive advantage is the combination of our top-notch people, facilities with speed and space, and quality digital engagement tools. Our communities still need a strong cooperative system that remains relevant and delivers added value to a producer's farm. This is our purpose.

There aren't words that adequately express my appreciation and respect for what each of you do every day to help us deliver on this promise. I look forward to getting around and sharing more details about what we achieved in 2022 and the goals we have for 2023. Thank you!

-Heath Barnes, CEO



Congratulations to the AiA Class of '23"

The Second Annual Ambition in Action (AiA) class kicked-off their program on Tuesday August 30th with a half-day meeting and a banquet hosted by our Executive Leadership Team. The kick-off event featured guest speaker, Scott Bland.

The AiA program is Mercer Landmark's own leadership development course. The AiA program is lead by Mark Roeth and covers topics such as:

- Business and leadership training
- How to build and work on successful teams
- And concludes with a relevant business project that the members will present to our Board of Directors.

The members partaking in this program have been recognized as emerging leaders in our organization by both their peers and managers, and we are grateful for the opportunity to help them continue to grow and add value to our team and customers.

AiA is a core component of the "Develop" pillar in the cultural transformation vision for our company. Investing in and training the future leaders of Mercer Landmark unlocks "Innovation" within our organization and ensures we are always ready for new "Growth" opportunities.

This year's AiA class members are:

Natalie Appel
Larry Bigelow
Jared Rollins
Virginia Missler
Jodi Bomholt
Jarret O'Neill

Dylan Rose
Dan Weitzel
Jacob Giere
Tyler Jordan-Ferguson
Mark Baucher
Shannon Schoonover



HR UPDATE

New Hires - Since May 15, 2022

Chandler Roof | General Laborer (rehire)

Aaron Flum | General Laborer (rehire)

Jerry Dean Parrish | General Laborer (rehire)

McKayla Sites | Tank Painter | Seasonal

Madison Whitaker | Tank Painter | Seasonal

Gail Boyer | Administrative Assistant

Nathaniel Honeck | Crop Production Advisor

Kenneth Craiger | CDL Driver

ElliBleu Roetgerman | Tank Painter | Seasonal

Katherine Torres | Administrative Assistant

Nolan Tinnell | Northern Grain Operations Manager

Faith Schimpf | Administrative Assistant

Craig R. Wagner | CDL Driver

Joyce Weigel | Plant Operations

Recruitment + Referral Bonuses

We have several open job postings. Encourage family, friends, previous coworkers, etc to come and work for us. Reminder: Employee referrals (if hired FT) are given \$250 when the candidate has been employed for 90 days and an additional \$250 when the candidate has been employed for 1 year.

To apply: <https://www.mercerlandmark.com/careers/>

-Marissa Gibbons, Director of Human Resources

Sydney Mobile App with Anthem

Employees that have medical insurance through Anthem, please download the Sydney Health Mobile App to:

- Find care and compare costs
- See what's covered
- Check claims
- View and use digital ID Cards

REGISTER HERE



HR Help Desk

In an effort to streamline the process for HR questions and concerns, we have created a help desk. Please send all HR inquiries to

hrhelp@mercerlandmark.com.

Company Uniforms

Uniform codes have been sent for Mercer and MPS. If you have not received one, please let Marissa know. If you currently get uniforms from an outside vendor (Cintas/Millers, etc.), you will not receive a clothing code. More information to follow.

Biometric Screenings

October 25th – Latty

October 26th – Celina Main Office

October 27th – Elgin

Sign up sheets and further information will be sent out soon.

IT UPDATE

Between 2019 and 2021 daily data breaches increased by 20% - and the danger continues to increase for both individuals and businesses as malicious actors continue to refine their techniques. When people think data breaches – they often think about sophisticated attacks where skilled hackers break into networks, and that is often how it is portrayed in both movies and television. However, the reality is that 95% of data breaches are caused by human error where a threat actor uses trickery where a human opens the door.

Recently we had an attempt to trick a member of our team into letting them access their computer to “update a printer’s firmware.” This attempt was made via a simple phone call and, fortunately, the member of our team did the right thing and reached out to the IT Department immediately. When we attempted to speak with the hacker, they immediately hung up.

Bad actors will use whatever means they can to try to trick people – either posing as a member of a company we work with or even as a member of our own team. They will use any form of communication to try to catch us all off-guard. I want to implore everyone to make sure that if something doesn’t feel right – stop and ask for guidance from the IT Department.

A few key points of emphasis:

- A member of our team will never ask for your password over the phone or via email.
- We do not work with any outside IT Support Companies
- If anyone calls and says they need to connect to your PC to perform a task tell them to reach out to the IT Department to facilitate – if they are legitimate, they will know how to get in touch with us.
- If someone walks into one of our locations and you don’t recognize them, do not let them access one of our systems.

No matter what tools we deploy, our greatest line of defense against a malicious attack is *you*. We all need to remain diligent; if something doesn’t feel right, please don’t hesitate to reach out to the IT Department for advice.

-Adam Farmer, Chief Technology Officer

DON'T FORGET TO JOIN US FOR

THE AGrow EXPO

SATURDAY, SEPTEMBER 10TH, 2022

5:30 PM – 10:00 PM

Live Music | Food Trucks

**FREE Rides, Inflatables
and Kids Activities**

**YOU AND YOUR FAMILY ARE INVITED
to join us for the first annual
AGrow Expo + Company Picnic.**

All employees will receive meal vouchers for the food truck vendors. We invite you to come out and have a good time as we celebrate all your hard work this year and the grand opening of our new Latty Agronomy Campus!

AGrowExpo.com



GRAIN



Harvest is Quickly Approaching

As we draw closer to the harvest season, the grain team is busy getting our facilities ready for another busy fall as well as hosting Grain Marketing meetings.

Although the weather wasn't kind to us during June, recent rains and moderate temps have given us some optimism for normal to above normal yields. With that said, Mercer Landmark is preparing each facility to ensure we have adequate storage availability heading into the fall.

New Latty Location

The Latty purchase has been key in preparing for this fall by allowing us to move grain more efficiently and executing on sales quicker when market conditions change, especially in today's volatile environment. This has also been beneficial for our branches in moving grain quicker versus sitting in a truck line for two hours.

Additional market access has also given Mercer Landmark opportunities to supply corn to the southeastern poultry markets, ship soybeans to eastern processors and southeast export facilities and provide wheat to eastern and southeastern mills. Having this kind of flexibility and access to additional markets has allowed us to leverage our grain and bring additional value to our members.

When all is said and done, before the harvest season starts, we'll have loaded just under 6 million bushels of grain at Latty in the first full year of operation. With a capacity of 1.2 million bushels, we'll have turned our inventory close to 5 times in the past year. This would be approximately 1,700 cars.

Ongoing Projects

At our branches, we have projects in progress and additional projects in the works as we continue to evaluate each facility to improve our grain handling speed, flow and quality controls.

Below are some pictures at our Convoy demolition project and parking lot expansion. This will help to keep traffic flow off the highway and truck traffic around the pits less congested. This is just one example of how we continue to look for ways to make sure we can handle grain in a safe, quick, and efficient manner to service our members in a timely fashion.



We would like to thank Chris Weirrick (Grain Mktg Associate/Ops Manager), Jackie Sheridan (Lead Grain Mktg Advisor), and Michael Watercutter (Conservation Agronomist) for putting on an excellent Grain Marketing/Conservation Sustainability informational session at the Coldwater North grain facility. There were 40 member/patrons that attended this morning breakfast session.

- Andy Swerlein, VP Mercer Landmark Grain

FEED



Putting on the Finishing Touches Before the New Year

As we head toward the start of our new fiscal year on September 1st, the Heartland Feed Services locations have been busy making final transition moves. We have integrated all the existing swine business between the feed locations and moved it to Celina, along with some additional new business.

We are also in the startup phase to a new pig purchase agreement which will allow us to feed an additional 19,000 spaces or about 50,000 pigs per year out of our Celina location.

We have moved the Chickasaw employees and their feed business between the Minster and St. Henry locations. Chickasaw is still receiving grain by appointment and will take in grain at harvest. Feed customers can call the Minster location and still get their feed needs taken care of from Minster.

In the next few weeks, we will complete transitioning the cattle and calf mixes from St. Henry to the St. Anthony mill. All dairy feeds are currently manufactured at St. Anthony and many of the cattle/calf mixes are as well. We have a refurbished roller mill going from St. Henry to St. Anthony and then we will move the balance of St. Henry's business to St. Anthony to complete the move. Boy!! That's a lot of St's.

Starting early September we should have things in place for Heartland Feed Services to be up and fully operating as planned.

Again, thanks to all the employees for their hard work and patience. Let's have a great 2022-2023!

- Mike Dammeyer, Executive VP of Feed

Mercer Landmark Connect Goes Live

July 27, 2022 - Approximately 1,200 invitations were emailed or texted to Mercer Landmark customers to activate their Mercer Landmark Connect accounts and begin accessing their business transactions in our online customer portal or our mobile app. Following the initial launch, another 400 invitations were sent, and more than 650 customers have activated their accounts.

Mercer Landmark Connect allows our customers to view all their business transactions digitally and offers them the convenience of choosing when and where they want to engage in business with us. The most used feature is online bill-pay using ACH or credit card. So far, over 500 payments have been made through

the customer portal totaling close to \$750,000. Customers are also able to e-sign grain contracts, view scale tickets and grain contract balances. They can e-sign bookings and pre-pay for crop inputs. ML Connect also offers many features to help our advisors collaborate with their customers and unlock business opportunities with targeted marketing and basic business intelligence tools.

Today, only Mercer Landmark business transactions are available in Connect but our development partners are working hard to integrate Heartland Feed Services into the portal along with the ability for our customers to submit grain offers and view settlements. We also plan to launch an Energy specific experience in 2023.



LOGISTICS

Preparing For Fall Harvest

As we continue to move through summer, the logistics team has been busy getting prepared for harvest. The trucks have been emptying bins at our facilities, filling our grain contracts at the end users, and helping our members empty their farm bins. The Latty terminal has been a great asset, providing our team with an outlet that is close and convenient to haul our grain to. In turn, this keeps us from sitting in long lines and dealing with facility closures at some of the end users we had previously been trucking grain to.

We have started to take delivery of some new grain hoppers. We have made the decision to start leasing these trailers instead of purchasing them. With our new lease program, our trailers will be swapped out with brand new ones every six months. This decision will allow us to save time and increase efficiency

as we will no longer have any maintenance costs or down time associated with these trailers. This change will also take some burden off of our shop, as it eliminates equipment that has to go through our truck shop.

Field Pickup Programs

We have been speaking with our members and setting up field pickup for this harvest season. This has been a great program for all involved as it has allowed us to purchase grain that we normally wouldn't have seen. It also helps our members to be more efficient as we serve a role that they normally would have had to try to hire additional employees for.

- **Cody Mabis, Executive VP of Logistics**

ENERGY

Mercer Landmark Steps Up in a Pinch

We'd like to extend a special shout out to Bill Basey and Dan Weitzel for answering the call of a neighbor in need. Celina High School was hosting a band camp for 140 students and ran out of propane around dinner time. Dan took the call and jumped into action to help the organization out. Dan contacted Bill, who had just finished his day, to go fill their special food service truck. Bill was onsite within a few minutes to rescue the day.

THANK YOU, Bill and Dan, for "MAKING YOUR MARK" and going the extra mile. Hard work like this is appreciated and a major part of what makes Mercer Landmark GREAT!

Chuck Sellars, Celina Band Director, sent a Thank You note To Heath. It was posted on the Mercer County Outlook.

Joe Hart, Executive VP of Energy

VIEW THE ARTICLE



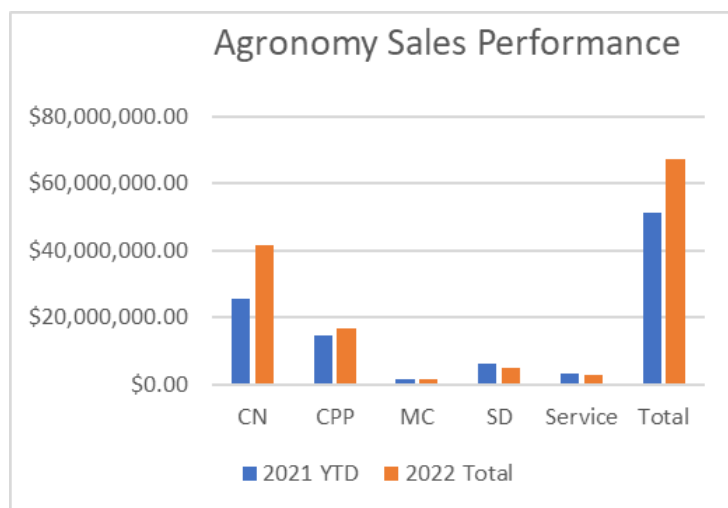
AGRONOMY

Nearing the Finish Line

Just like a race, when the finish line comes into view, it requires one last effort to push to the end and put maximum effort in to finish strong. This is exactly what our agronomy team has been doing recently to finish our season on a high note.

The 2022 season has been a busy one for the agronomy team – full of challenges, successes and learning opportunities. With the supply challenges, crazy weather, heavy disease pressure, new technology to learn and volatility in pricing, we've seen plenty of challenges this year and every member of our team has met the challenge.

As we're nearing the finish line for the 2022 season, here's a snapshot of our performance.



Crop Nutrient revenues are up mainly due to price appreciation in the market. That fertilizer price inflation has led to a reduction in tons as well as a reduction in service revenue, but we're optimistic about the prospects of making some of that back up into the 2023 season. Crop Protection volumes and dollars have increased, while we saw a reduction in seed dollars due to eliminating one of our brands. We have some great opportunities in seed for the upcoming crop season and excellent genetics to build a strong foundation for high yields for our customers in 2023.

Our entire agronomy team has been focused on finishing out our year on a high note with fungicide applications. We're on track to have a record year with fungicide applications, which means there have been plenty of farm calls, scouting visits, long hours for our operations team and coordination with aerial applicators. The coordination and collaboration necessary to make it all happen is an excellent example of everyone pitching in to get the job done. Jason Diller captured some great photos and of one of our Hagie's in action applying fungicides.



Our efforts for engagement with Truterra and increasing awareness of our sustainability program has also been making great progress. Our grain and agronomy teams worked hard to sign up a long list of new growers and those growers were rewarded with premiums for their wheat. Michael Watercutter has planted two cover crop plots, one near Elgin and another at our Latty facility. Both can be utilized to show growers what to expect from different cover crop blends. Once again, teamwork was required. Utilizing the drill from Coldwater, coordinating with growers for land, and even asking Kenn-Feld for the use of a tractor. Great job to all who helped get these plots planted.

It's exciting to be a part of a team of people committed to our customers' success and committed to continued innovation, personal development and growing our business.

- Greg Culp, VP of Agronomy Sales & Marketing



IT'S TIME TO MAKE YOUR MARK

We recently launched the Make Your Mark campaign with an official unboxing at all our locations. The Make Your Mark campaign is an ongoing initiative to keep us focused on the four pillars of our company vision (Innovate, Grow, Develop and Perform) and serve as a reminder of how each of us directly impact the culture and success of Mercer Landmark.

The vision to create a Culture of Excellence at Mercer Landmark was formed by the Executive Leadership Team (ELT) as we developed the strategic business plan to bridge the Mercer Landmark of today into an organization that remains relevant to its customer/owners for future decades to come. One of the first steps in this process was to rate our organization on a scale of "Poor, Average, Good or Excellent." Like most leaders do, we walked away from this exercise believing we had room for improvement.

Innovate, Develop, Grow and Perform are the four pillars that support Mercer Landmark's Culture of Excellence.





Innovate represents our never-ending pursuit to create, discover and implement new and improved ways of delivering customer excellence. This includes the technology we utilize, our business processes and our marketing strategies. An innovative culture is agile and easily embraces change.



Develop addresses our commitment to invest time and resources into unlocking the potential of each member of the Mercer Landmark family. The goal of our Develop focused culture is to empower every team member to do whatever they are qualified and capable of doing to deliver excellence.



Grow is associated with our belief that if an organization isn't growing it's dying. Mercer Landmark's growth mindset incorporates bottom-line business growth, but more importantly it also includes pushing boundaries and stretching the capabilities of our teams to achieve new levels.

The First 3 Employees Who Email Mark Roeth, Mroeth@Mercerlandmark.com "I Am Making My Mark", Will Receive A \$50 Gift Card!



Perform supports a data-driven approach to decision making. Enabling our team members to understand the impact their efforts have on organizational success promotes a culture of accountability and transparency. This creates teams of mission minded individuals driven to maximize efficiencies and productivity.

Throughout the year you will see and hear more emphasis placed on the deeper intent behind Innovate, Grow, Develop and Perform. You may also notice that many of the articles in "The Mark" will center around these themes and recognize team members who are "Making Their Mark" at Mercer Landmark.

We're confident that an organization whose people strive for excellence everyday will win. If you work with a team member who embodies our Culture of Excellence, please refer them to your manager to be considered for recognition in an upcoming edition of "The Mark."

Thanks for your support! You are Mercer Landmark!

#URML

- Neal Horrom, COO

MAKE YOUR MARK





TOGETHER,

WE ARE MERCER LANDMARK

