



# COMMODITY DELIVERY INSTRUCTIONS HENSALL LOCATION

**Be sure to follow all onsite and online instructions regarding COVID-19 safety protocols. Extra time may be required. Your patience is appreciated.**

Dry Beans and Food Grade Soybeans and IP Wheat

In order to make delivering your crops to the Hensall location as efficient as possible, our Operations staff would like you to be aware of the intended procedures.

Please note that deliveries are to go to the destination intended when the contract was signed.

## **Hensall Location Crop Intake Peak Season Procedures**

Please see the online overhead map at <https://hensallco-op.ca/Hensall-Receiving-Map.htm> as a reference for the instructions below. Noted on the map are the locations of various unloading areas and intended traffic flow. You can also review the "Hensall Receiving Videos" in the Our Locations tab on the Hensall Co-op website <https://hensallco-op.ca/Hensall-Receiving-Videos.htm>.

Growers are now able to directly receive grading ticket information via email upon the truck leaving the scale. To sign up provide a current e-mail address to Sarah Shapton in Hensall Co-op Grain Marketing at 519-262-3511 ext. 312 or send an e-mail requesting this option be added to your account to [sshapton@hdc.on.ca](mailto:sshapton@hdc.on.ca).

## **RFID Cards:**

Hensall Co-op is issuing Radio Frequency Identification (RFID) cards to our customers as they check into the Hensall location. To fully take advantage of the RFID system please ensure that you bring the Delivery Tags along with each load. When your load has been matched up to your account an RFID card will be issued for that load. The use of the delivery tags & RFID card will speed up the flow of traffic upon arrival and allow us to electronically identify your load throughout our facility.

As you enter the site on Soldan Street, an identification station has been set up as a base where you can present your delivery tags so that staff can assist growers with delivery procedures and directions during harvest. Here your load will be identified, and you will be directed to the proper probe and scale.

Probe 1 is located to the south of the "NE Warehouse". (see the overhead map)

Inbound Scale 1 is adjacent to the main office.

Probe 2 & Inbound Scale 2 scale are located on the north side of the "NE Warehouse". From either inbound scale (Scale 1 or 2 shown on the overhead map) you will be directed to a designated unloading pit.

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All exiting vehicles will use the South Scale and then exit the Hensall location via Nelson Street turning right or left on Mill Street (avoid the use of Nelson Street beyond Mill St.)

### **Peak Season Receiving Hours - Hensall Location**

Monday to Friday – 7:00 a.m. to 11:00 p.m.

Scale open 7:00 a.m. to 11:00 p.m. – must be in the lineup by 10:30 p.m.

### **Saturday & Sunday – determined in season**

Check our website at <http://hensallco-op.ca/> and look for the “Receiving Hours” item in the dropdown under “Our Locations” in the page header. Here is a direct link <https://hensallco-op.ca/Our-Locations.htm>

Receiving hours should be confirmed by calling 1-800-265-5190 extension 218 (or 519-262-3002 extension 218). Here you will find a recording of the current receiving hours. Please note that this may change daily as situations warrant.

If you have any questions about delivery procedures, please call the main switchboard 1-800-265-5190 during regular business hours. Our staff will direct your call or have someone return your call that can provide the needed information.

Please familiarize yourself with the overhead map, and if any questions arise, please contact one of the Operations staff listed below.

<b>Contact</b>	<b>Mobile Number</b>	<b>Contact</b>	<b>Mobile Number</b>
Chris Van Loo	519-440-2202	Mike Ducharme	519-617-2297
Joey Groot	519-949-2671	Gerard Ducharme	519-521-4880
Wim Karelse	519-617-1428	Dwayne Loranger	226-268-2884
		Mark Chaput	226-268-2845

### **Approaching the Hensall Location:**

When arriving from the north or south on Highway 4 (London Road) take Mill Street west to the Soldan Street entrance.

When arriving from Highway 84 (Zurich-Hensall Road) take Wellington St. north (along the railroad tracks) to Mill Street and proceed east to the Soldan Street entrance. This will minimize traffic going past the Queensway Nursing Home on Nelson St.

When line-ups occur, proceed in a single row formation when possible. Follow others to maintain an orderly staging process. Please do not block any driveways. Courtesy to others will make things work more smoothly.

For those of you using a GPS device, the Hensall truck entrance is at 1 Soldan Street, Hensall, ON. (Some devices may show the address as 1 Soldan Street, Bluewater, ON.)

### **Delivery:**

All truck traffic will enter the Hensall facility via the Soldan Street entrance. Please note that traffic flow is one way. All loaded vehicles are to stay in the left lane and

proceed to the identification station. All vehicles will exit via the Nelson Street exit turning right or left on Mill Street (avoid the use of Nelson Street beyond Mill St.).

**Load Identification:**

Load identification will be done at the Identification Station shown on the map at <https://hensallco-op.ca/Hensall-Receiving-Map.htm> . Here you will be required to present the "Hensall Co-op Delivery Tag" that indicates which food grade product you are delivering and the account that is associated with your delivery.

**Probe Procedures:**

Please prepare for the probe station by rolling the tarp before entering the designated probe station area.

Here staff will probe your load and begin an inbound Grain Receiving Ticket to identify your load.

Loads may be sampled at the probe room or pit sampled at the unloading area depending on the crop and the unloading area to be used.

Probe room staff will direct you into one of the pre-scale staging lanes.

**Scale Procedures:**

Proceed to the scale when the overhead sign to the left of the staging lanes displays the number on your RFID card. After weighing your load, staff will direct you to the appropriate unloading area which will be marked on your inbound Grain Receiving Ticket.

**Post-Unloading Traffic Flow:**

After unloading is completed, proceed to the South scale to receive your weights and grades.

Scan the RFID card at the outbound South Scale to receive a completed delivery ticket at the outdoor printer.

Deposit the RFID card in the drop box. (A new RFID card will be issued when you deliver your next load.)

After being weighed out please pull off the scale immediately.

All vehicles will exit via the Nelson Street exit. Please turn left or right at Mill Street to minimize traffic going past the Queensway Nursing Home on Nelson St.

**Safety Concerns:**

Please proceed with caution to avoid injury to any pedestrians or other vehicles &/or equipment in the yard.

Please be aware of your surroundings and move your vehicle through the yard at the posted speed of 10 kph.

Please obey the "No U-Turn" signs.

**Use caution in the unloading areas and keep out of any restricted areas.**

Please be aware that truck lifts are used at some unloading pits. Restricted areas are set up for the safety of everyone.

Please refrain from smoking in the areas around the unloading pits to prevent fires and avoid contamination of the product being delivered. Smoking is only allowed in designated areas.

**Other:**

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Hensall Co-op provides portable washrooms for delivery drivers during the harvest season.

If you need to park your vehicle in order to catch up on rest, please ask the scale room staff to point out any designated areas.

**Online Access:**

Contract and ticket information is available through Hensall Co-op's Online Access portal. This includes tracking shipped & settled loads and details on Contracts and Settlements. You can review the grades of each load online as they are posted to the site. If you have not already done so, we invite you to call us at 519-262-3511, Ext 520, to speak to one of our representatives or register online at <https://members.hdc.on.ca/CustomerPortal.htm> for access to your account online.

We encourage your suggestions to help make your delivery experience more enjoyable. Hensall Co-op appreciates your business and looks forward to providing prompt, efficient and courteous service.

Wishing you a safe & successful harvest,  
Your Operations Team.