

MilloGram



OUR MISSION: Providing Quality Feed for Quality Food.

Shaping our Future

Phil Rohrbaugh, Chief Executive Officer

I am excited about the opportunity to provide this initial message to our customers and our team as a new leader of The Wenger Group. As Barry Shaw pointed out in the last issue of this newsletter, this is an organization I have admired and worked with for several decades. This has included the good fortune to have known Mel Wenger and work with other members of the family that were involved in this organization over the years, culminating in the legacy which exists today.

The Company has always had a strong vision to be a Go-To Company whether you wanted quality service or feed products as one of our customers, or, in the case of our team members, an exciting and rewarding career. That vision is supported by a strong culture that reflects a high level of integrity, mutual respect, a concern for others, a relentless focus on quality and customer service, and a sense of stewardship toward our customers, team members, and the communities where we operate.

While we need to preserve these important legacy elements, we also know that there is one constant we must manage, and that is change. So, as we enter our 75th year in business, we are spending time reviewing and thinking about what we must do in response to the forces impacting our industry, our organization and our customers' businesses to ensure that we are providing the relevant services and the highest level of quality products needed for success. Today, some of those factors, among others, include changing consumer behaviors and preferences with respect to the meat, poultry or egg products they buy, changing technology that is disrupting many different areas, demographic shifts, and a shrinking skilled labor pool.

As we look at these issues over the next year, we are also asking how our organizational capabilities need to change or continuously improve, and what we need to do to best enable our team to respond to these challenges. We are excited

about the process and journey we are embarking on, since we understand how critical it is to supporting our customers and the continuing growth and success of our Company that is offering exciting careers to our team. So, we will update you along the way as we make improvements and respond to the forces impacting all of us.



In closing, I would like to thank both our customers and team for the confidence in, and commitment to, The Wenger Group in our day-to-day effort to continue as your Go-To Company. We want to be the Company of Choice for our customers, team members, and suppliers for another 75 years.

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SUPPLIER OF CHOICE

Serving our Customers In All Weather Conditions

Our “customers” need to eat every day regardless of the weather, so the Wenger Team is very familiar with working through bad weather to ensure the health of flocks and herds. However, our biggest weather challenges typically come in the winter when blowing snow can easily close the back roads and narrow farm lanes that our trucks need to travel. The summer of 2018 provided a unique challenge for our facilities, our team, and our fleet in the form of flooding and heat.

According to Millersville University Meteorologist Eric Horst, July is normally the wettest month in Lancaster. However, our service area had several slow moving fronts in addition to summer thunderstorms that have produced torrential downpours. A series of late July storms closed the Egg Warehouse for a day, and a late August storm sat over the Mount Joy area for four hours and produced nearly 10 inches of rain. “To get that rain in four hours is unprecedented,” noted Eric Horst. This event closed the Mount Joy Mill for several hours.

“Lancaster is a very flood prone area. There are all these rivers and creeks that filter into the Conestoga and then the Susquehanna,” noted Horst. “We’ve had five floods that I’ve counted, but they’ve happened in just parts of the county.”

Floods are a unique challenge because water can be very dangerous for vehicles of any kind, and it can’t be easily removed like snow. “Our team performed very well in the challenging weather, and we encouraged our customers to call in to Customer Service with any information they had on flooding near their farms,” noted Chris Salisbury, Transportation Manager.

While weather may close a facility, the strength of the Wenger Feeds team is the network of mills. Production can be moved

to another facility to ensure an order can be made and delivered.

Heat is also a unique challenge as animals, like people, don’t eat as much when it’s hot. Malfunctioning fans can also be deadly for flocks and herds, so it’s important for farmers to test equipment regularly and keep an eye on their production facilities.

For the comfort of our team, large evaporative cooling fans were added to each mill in past years to help keep the temperature inside more comfortable, and shorts were added to the uniform policy several years ago for greater comfort.

Finally, tonnage can ebb in the summer months and humidity can make pelleting feed a challenge. Formulas with higher fat content can also become sticky in feed bins leading to feed flow issues.

Throughout the weather challenges, our team is our greatest resource. “Thanks to our quick-thinking team, we were able to quickly address flooding issues with minimal disruption. The vigilance and experience of our team also helps keep our equipment running and feed flowing,” noted Christ Kambesis, Wenger Feeds COO.

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HELP US HELP YOU: TIPS FOR WINTER WEATHER DELIVERY

- When ordering, please note a window of time when you can receive the latest delivery without running empty. (Example: Tuesday through Thursday by 10 a.m.)
 - Clear snow from your driveway wide enough for feed trucks to maneuver.
 - Mark all obstacles covered by snow including ditches, culverts, and lane edges.
 - Clear a pathway to lid openers or blowpipes.

- Remove any snow or ice that would hinder the opening of bin lids.
 - Have anti-skid material available for traction.
- Please communicate with Customer Service as early as possible regarding your feed inventory. It will help to keep your feed inventory near capacity during the winter months to enable you to have as much time as possible to allow feed delivery to your farm.

EMPLOYER OF CHOICE TWELVE RECEIVE SCHOLARSHIPS FROM THE WENGER'S FEED MILL SCHOLARSHIP FOUNDATION

The vision of The Wenger Group, the parent company of Wenger Feeds, is to be the Go-To Company—the employer of choice, the supplier of choice, and the customer of choice. Part of reaching our goal as Employer of Choice is giving our team members access to the The Wenger's Feed Mill Scholarship Foundation.

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Launched in 2015, The Foundation awards academic scholarships exclusively to eligible full-time team members of The Wenger Group companies. “Our team members are our greatest asset, and we appreciate their dedication to The Wenger Group and are delighted to aid their children in attaining their future goals,” noted Barry Shaw, Executive Chairman of the Board of The Wenger Group.

The 2018 recipients and their Pennsylvania home towns are as follows: Boston Bachert of Elizabethtown, Kara Bachert of Elizabethtown, Alena Clary of Montoursville, Madison Clary of Montoursville, Nicole Drescher of Mount Joy, Ainsley Feyock of Lancaster, Ashley Hoffer of Manheim, Hannah Marvin of Shickshinny, Charity Marvin of Shickshinny, Jadelyn Morningstar of Carlisle, Alison Murphy of Lancaster, and Lauren Wood of Maytown.

“This year, we received applications from students pursuing a wide variety of degrees from healthcare and microbiology to music and communications. We were delighted to award scholarships to twelve students this year including five repeat recipients,” noted Lynda Limpert, Chair of the Board of Directors of the Wenger's Feed Mill Scholarship Foundation. The Foundation awarded \$60,000 in scholarships this year.

Individual awards are determined by the Board of Directors of the Wenger's Feed Mill Scholarship Foundation. Awards are available for use at accredited colleges or universities, community colleges, as well as trade and technical schools.



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Our Laboratory Helps Fulfill Our Promise of Quality Feed for Quality Food®

Established in 1980, Wenger's Quality Assurance Laboratory is one of the key links in the company's comprehensive quality assurance program. For incoming ingredients, the lab checks the nutritional quality of the ingredients purchased and monitors ingredients for problems like mycotoxins that will negatively impact feed quality. The lab is a key part of the company's research trials as it tests egg quality as part of trials of new

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Nutritional Quality

Natural products including corn, distillers, extruded soybeans, soy products, bakery, wheat, wheat midds, fat, soy oil, or poultry meal make up 90% of the ingredients in feed. Products like this vary from season to season and supplier to supplier. As part of the ISO-Certified processes, suppliers promise the company a certain quality (protein, fat, moisture, calcium, etc.). However, the lab allows the company to verify that suppliers are providing product that meets stated standards. Much of that testing is done using a Near Infrared Reflectance spectrophotometer (NIR). Supplier and Ingredient Quality Leader Jesse Sanders notes, "The NIR does a great job of testing for important components like protein and fat. Using the NIR in collaboration with Evonik, we can even test for amino acids,

Mycotoxins are chemicals made by fungi. These fungi live in the soil, and, if the conditions are right, they can attack grains like corn and wheat. The Quality Assurance Laboratory does extensive testing every summer for wheat and every fall for corn to determine mycotoxin levels and flags any region or supplier with high mycotoxin levels. Samples are also randomly tested throughout the year to manage risk. The photos to the right show the parts of the testing process.

ingredients. The facility assists Dutchland Farms' service team with water testing and helps send out samples for adherence to programs like the Pennsylvania Egg Quality Assurance Program. Finally, the lab helps confirm other quality assurance programs like flushing and sequencing.

which are the building blocks of proteins. Other samples are then sent to a partner lab for further analysis. Quality, Nutrition, and Nutrify review these results every month to track our suppliers. In addition, every month Nutrition Services uses our results to fine tune their formulation program to best utilize our resources in feed production."

In the last 2 years, the NIR has also allowed the company to monitor soybean meal (SBM) much more closely. Jesse explains, "Soybean meal is the second most common ingredient in our feed behind only corn. Our receivers have been getting official NOPA (National Oil Seed Producers Association) samples with our trucked soybeans. In addition, companies that ship us soybean meal by rail car mail samples directly to the lab." With seven locations, this testing can be upward of 90 samples per week. Lab Technician Barb Marsh tests them for protein, fat, fiber, and moisture on the NIR. Suppliers who are found to miss stated targets are removed from the company's approved supplier list.

Monitoring Potential Problems

Mycotoxins are chemicals made by fungi. These fungi live in the soil, and, if the conditions are right, attack grains like corn and wheat. The most common mycotoxins are DON, Fumonisin, Aflatoxin, and Zearalenone.



Jesse notes, “Mycotoxins are bad news for feed quality. Our customers want to know that we are monitoring and controlling them. So every summer for wheat and every fall for corn, we do an extensive survey of our grain suppliers to flag any locations that have high mycotoxin levels.”

High mycotoxin results are sent to our ingredient procurement division, Nutrify, to follow up with those suppliers and manage the risk. Then, throughout the year, Barb continues the surveillance program with random testing of suppliers. These results are compiled and used by Wenger Feeds’ Nutrition Department and other nutritionists, who work with the company when making feed formulation decisions.

Egg Quality

The egg quality testing provided by the laboratory is a key part of continuous improvement and supporting company research efforts. Wenger Feeds works with four research houses to test new additives, formulations, and ingredients that will improve animal health. When those trials involve laying hens, shell strength is a good indicator of health. The lab owns a unique piece of equipment that breaks the egg and records the force required. Data from the testing is compiled in a spreadsheet and sent to Nutrition Services, which uses it as part of their evaluation of nutritional programs for layers.

Water Testing

Water quality is important for all living creatures, and clean water is a requirement for pullet and layer houses. Jesse notes, “The lab provides water testing for our customers and for

“Our quality programs make many promises to our customers. Promises like No Animal Protein (NAP) are very important. Many customers require that we monitor our performance. To do this, Quality Assurance collects NAP feed samples, which are sent to the lab.”

Dutchland’s Flock Services Team. We test water for bacteria (total coliforms and *E. coli*), nitrates, and pH, iron plus other tests. These tests help Flock Services and our customers meet USDA requirements and protect their flocks.”

Ensuring Compliance

In addition to water testing, the facility also supports Dutchland Farms contract growers by packaging environmental swabs for further testing at the University of Pennsylvania’s New Bolton Center lab. This program is a vital part of the company’s Pennsylvania Egg Quality Assurance Program Certification and for adherence to the National Poultry Insurance Program.

Quality Validation

Finally, the lab plays an important role in validating our flushing and sequencing programs. Jesse notes, “Our quality programs make many promises to our customers. Promises like No Animal Protein (NAP) are very important. Many customers require that we monitor our performance. To do this, Quality Assurance collects NAP feed samples, which are sent to the lab. There, we test them for the presence of animal proteins. We can also validate the absence of an ingredient that a customer has prohibited. In this way, the lab is part of validating our flushing and sequencing programs.”

You can learn more about our lab and see the testing offered at our web site: <https://www.wengerfeeds.com/products/laboratory-services/>



Supplier and Ingredient Quality Leader Jesse Sanders and Lab Technician Barb Marsh.



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