

# Convenience & Carwash

MAY | JUNE 2024

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**PROTECTING THE ENVIRONMENT**

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**Publisher's  
Message**

## Welcome to our 128th Edition



Ready for the hot days of summer! As we move into the hot summer months, we invite you to sit back and enjoy our latest edition of *Convenience & Carwash Canada* magazine.

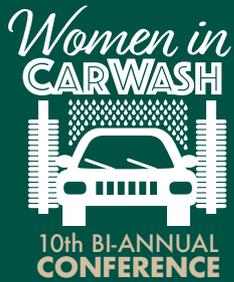
Our country is in turmoil; prices are climbing faster than anyone predicted, and with the increase in pricing comes a rise in organized retail crime. Sean Sportun and Crime Stoppers have launched a new dedicated website, [ItCostsUsAll.com](http://ItCostsUsAll.com) to provide information to retailers about the cost of organized retail crime and how, working together, retailers, local police, consumers, and Crime Stoppers can curb this growth.

How do you and your team communicate? Are those difficult conversations just not happening? Sally Roach delves in to some of the areas that might be troublesome for you and your managers to navigate.

Thinking of retiring? We feature a very insightful article that will provide details on selling your business and succession planning; everything you didn't know you didn't know. We hope this provides you with what you need to begin your retirement journey.

Read on for topics that include cold beverages, impulse buys, and fireworks. We hope you enjoy this 128th edition and conclude our 16th year of publishing, and as always, your success is my business. My open-door policy to your valuable feedback remains not only intact but stronger than ever. If you have comments or a story idea for an upcoming issue, please email me at [bjjohnstone@convenienceandcarwash.com](mailto:bjjohnstone@convenienceandcarwash.com) or 204-489-4215.

Brenda Jane Johnstone PUBLISHER



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## Planning for the Future

According to a 2023 KPMG Private Enterprise Business Survey, succession planning is gaining momentum in the small to medium-sized business community.

Business owners often reach out for help when succession is close at hand. Whether you are considering selling your business or passing it on to the next generation or someone outside your family, this issue of *Convenience & Carwash Canada* includes an article that provides some guidance on planning your exit strategy. It takes time to formulate the best plan for your business so don't sell yourself short by leaving it to the last minute to consider your options.

As the hot weather season draws near, cold and frozen beverages will take centre stage for your customers who are seeking some relief from the heat. In this issue, we take a look at the sensation that is the slush drink. Read up on what is new in cold and frozen beverages and be ready to entice consumers of all ages that your location is the place to stop after the little league baseball game, camping trip or other summer-time adventure.

Talking about adventures, we also discuss fireworks in this issue. With Canada Day just around the corner, it's time to consider the possibilities of fireworks, making sure that you are fully informed of any regulations and by-laws that you need to follow in order to sell these products. Following the rules and ensuring safety is paramount with fireworks. Your vendor can help you organize your fireworks sales so reach out and don't hesitate to ask questions.

Congratulations to Thomas Sheehan on the recent opening of a fifth location for Enniskillen General Store. This business is thriving in Ontario with the new location opening its doors in Courtice and you can find out more about it in this issue's Down on Your Corner feature.

If your store has some news to share, don't hesitate to let us know about it by sending an email to [editor@convenienceandcarwash.com](mailto:editor@convenienceandcarwash.com).

Enjoy the build-up to summer: As the warm weather ramps up and sunny days abound, may you and your customers share smiles and a happy spring season.

Angela Altass  
Managing Editor

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Celebrating Over 30 Years of Innovative Structures

By Sally Roach

# Managing Difficult Conversations



**Regardless of the amount of experience a manager has, certain conversations can feel uncomfortable.**

Discussing things like performance issues, lack of engagement, or personal hygiene may prevent managers from addressing the issue, but avoidance only creates more problems. Avoiding difficult conversations can affect your reputation as a leader, erodes relationships and affects morale .

Approaching difficult conversations should be done carefully. Some common mistakes to stay aware of include:

**Being unprepared:** Jumping in to discuss problems without preparation can result in emotional outbursts, and a lack of clarity can lead to misunderstandings and confusion. The last thing you want to do is inadvertently blame, shame, or accuse an employee. This reduces any opportunity for reconciliation or resolution, so prepare yourself by planning your talking points.

**Approaching the conversation with a negative mindset:** Remember that you may not know everything about the situation. Keep an open mind and approach from a learning perspective. Otherwise, the other person may read your negativity and mirror it back.

**Waiting too long to have the conversation:** Hoping the problem will just “go away” will not fix it. >>

Details may become fuzzy over time, and the discussion may become emotionally charged. Also, the longer you wait, the more awkward the conversation will become, and the problem may reoccur. Withholding feedback, even if negative, is not just unfair to the employee; it is irresponsible as a manager.



**Wrong time, wrong place:** Make sure to have a comfortable environment that is private. Do not attempt to have a conversation in a hallway or where others can hear. Do not rush a conversation when you only have a few moments to invest. Allow the person time to understand and respond.

**Avoiding face-to-face conversation:** Having a difficult conversation via email may worsen the situation, cause further misunderstandings, and delay resolution. A face-to-face conversation allows for an exchange of ideas where each person can properly gauge the other's reactions. Respect the importance of the conversation and meet with the person.

**Overtalking:** Do not try to fill in awkward silences. Allow the person to process the information, take a breath, and let them respond. Here are some ways to prepare for the conversation:

**Reframe the conversation:** Consider why you feel that the conversation is difficult and reframe it as an opportunity by considering the positive outcomes that will result, such as changed behavior.

**Check to see that you have all the facts going into the conversation:** If you don't, prepare ahead by having a list of questions or topics that need to be covered. Keeping an open mind is essential, as information or evidence may be brought to light during the discussion. You do not want to ignore and dismiss

a crucial detail just because you have a strong opinion on the matter. Hear what the other person has to say. Try not to dwell on the past; seek the other person's opinion on possible resolutions.

**Check your emotions:** If you are feeling frustrated and angry, use a trusted friend or colleague as a sounding board or do something physical like going for a brisk walk to release your frustrations. If you try to suppress your emotions, you will inevitably explode. If you are nervous or questioning your ability to handle the conversation, then do your best to prepare for it. Envision all the ways that person may respond and how you would deal with it. Consider possible options for resolution ahead of time.

**Prepare to listen actively:** Clarify the facts and your desired outcome; using a point of reference such as a policy or procedure may assist you with this. Do not interrupt; hear the other person's perspective. Be open-minded and intentional with your words; do not be reactive. Ask questions for understanding. Summarize what you have heard and ask them if it is correct. Set your expectations and discuss options

for resolution. Wrap up the conversation by reviewing the steps toward resolution, gain agreement, and commitment from the other person to reach those goals.

**Have a notepad ready:** Have your talking points and questions written down to keep you on task. You can then use your notes to document the conversation afterward.

Over time, you will become more comfortable with having these conversations. In turn, this will lead to better communication, strengthening relationships with your team, as well as potentially revealing other issues or blind spots in the workplace. Remember, the more you have these conversations, the less you will have to do in the long run. 

*Sally is an HR professional having a diverse background in policy review and development, recruitment, performance management, employee relations, and application of employment legislation and HR best practices. Sally brings forward experience in HR consulting services where she has become effective and knowledgeable in developing client-focused HR solutions.*

A large advertisement for Patheon, a car wash investment management platform. The background is dark blue. At the top, the word "Patheon" is written in large, white, sans-serif font with a registered trademark symbol. Below it, the text "MAXIMIZE THE PERFORMANCE OF YOUR CAR WASH INVESTMENTS" is written in smaller, white, all-caps font. In the center, there is a screenshot of the Patheon software interface, showing a dashboard with various charts and data points. To the left of the screenshot, there is a small image of a car being washed in a car wash. Below the screenshot, there is a white circular icon containing a bar chart and a dollar sign, with the text "Maximize Revenue" next to it. At the bottom of the advertisement, the logo for DRB is displayed in white, followed by the text "Connect with our experts today!". Below this, there is a red button with the text "DRB.com | 1-800-336-6338" in white. To the right of the button is a QR code.

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# Slush Sensation: Exploring the Cool World of Flavoured Ice

By Meline Beach



**Summer heat is around the corner** and with it comes the allure of a chilled beverage. It's no surprise that frozen drink sales reach their peak volume in the summer months, and if you want to get ahead of the season and plan your offering of frozen beverages, now is the perfect time.

The modern c-store has a long list of cool beverages on tap, but sometimes the classics appeal to consumers the most. Flavoured ice drinks are a multi-generation favourite, dating back to the 1950s. Commonly called slush, slushie, slushee, or by brand names ICEE and Slurpee, they are available as carbonated or non-carbonated.

Call it what you want, these icy treats are often associated with fun and enjoyment, making them a popular choice for children and adults alike. They provide a cool and refreshing treat during hot summer days, helping consumers beat the heat and stay

hydrated. Available in a variety of flavours, consumers have many options to choose from to satisfy their taste preferences and cravings. And, what better place to offer consumers this refreshing treat than the local c-store, known for convenience and choice for on-the-go consumption during outdoor activities or while running errands.

## Where To Begin – Equipment & Maintenance

“The Taylor Model 349, four barrel frozen carbonated beverage (FCB) slush machine stands out as the preferred choice for retail chain leaders in Canada,” says Judi Saliba, senior sales executive with TFI Canada. “The four-barrel variant is a popular entry-level choice with experienced C&G retailers choosing this model in multiples – up to 16 barrels of FCB in some markets.”





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Offering a rich, heavy FCB that aligns with consumer preferences, Taylor ensures customer satisfaction with hassle-free installation. Operators need only to provide mechanical necessities, such as water and syrup lines, and power supply. Taylor's technicians take care of the rest, offering installation, start-up, and training services anywhere in Canada.

"The machines require less than a meter of floor space (31") to offer the highest margins of anything in a convenience store," says Saliba. "Our machines are fast and efficient, and proven to have the longest field life in the market – an average field life of 15 years."

Ping Tan of Tanny's Convenience in Matheson, Ontario, is happy with her Taylor Frozen Drink Machine model 428-12. Purchased over 10 years ago, she says it was the best investment she's ever made.

"I researched equipment options and felt Taylor was the best brand for me," says Tan. "I buy quality equipment, made to last, and produce quality output for my staff and customers."

Saliba explains that operating a Taylor slush machine requires minimal but crucial maintenance to ensure maximum field life. This includes tasks such as changing the syrup BIBs, cleaning the unit 10 times a year, and replacing worn parts. Operators can perform these tasks themselves or request service from their network of expert technicians, employed directly by TFI.



Ping Tan of Tanny's Convenience in Matheson, Ontario, is happy with her Taylor Frozen Drink Machine model 428-12.

The machine is easy to maintain with automatic defrost cycles and removable air filters. It also notifies users through lights and sounds to indicate any operational issues.

Tan cleans her frozen beverage machine every two weeks.

#### **Return on Investment**

The potential return on investment (ROI) offered by frozen beverage machines makes them a serious piece of equipment in c-stores, especially during the summer months.

"Sales of 30 units a day should provide ROI within two years with a field life of 15 years," says Saliba. "The equipment is available for purchase or finance through a third-party leasing company that we partner with."

Tan's experience with her slushie >>





## CREATING UNIQUE FLAVOUR COMBINATIONS ENABLES CONSUMERS TO EXPRESS CREATIVITY AND PERSONALIZATION

offering has been quite positive. Due to long, cold winters in Timmins, Ontario, Tan offers slushies only six months of the year – from April to September. However, within that timeframe, she can easily average 100 sales a day in the heat of the summer and managed to recoup her \$16,000 investment after one year of purchase.

"Speed and quality are very important for our business," says Tan. "Our machine can produce enough ice for 15 cups before making more and it takes less than 30 seconds to fulfill an order."

### Flavours

"We've got the best slushies in and around town," says Tan, whose full-service slushie

program features over 24 flavour options, the most popular being blue raspberry. "People of all ages travel great distances to buy slushies at my store – from students to cottagers, slushies are for everyone."

According to Saliba, cola and lemon/lime flavours are a mainstay and consumers very much enjoy the 'wacky' flavour combinations. "Children especially love to mix and match their flavours but are well aware of any inconsistency in the taste."

Creating unique flavour combinations enables consumers to express creativity and personalization – enhancing overall taste and colour sensations.

### The Future Of Slush

Heading into the next decade, experts forecast continued growth and innovation within the slush market. According to a report by Market Reports World (<https://www.linkedin.com/pulse/slush-machine-market-size-share-forecast/>), "By 2030, the global slush machine market size is projected to reach multimillion figures," with North America and Europe

continuing to be the largest consumer market for slushies.

Flavour offerings play a key role in slushie sales. In recent years, the popularity of iced coffee has influenced coffee-based slush offerings. Some retailers even offer seasonal or themed slushie flavours such as Candy Crush and Blood Orange for Halloween.

With an array of enticing flavours, efficient equipment, and simplified maintenance, slushies are a staple in c-stores, especially for the summer season, and have proven to be a refreshing and profitable option for retailers. **■**

*Meline Beach is a Toronto-based communications practitioner and frequent contributor to Convenience and Carwash Canada. In addition to freelance writing, Meline provides communications and public relations support to businesses across Canada. She can be reached at [www.mlbcomms.ca](http://www.mlbcomms.ca).*

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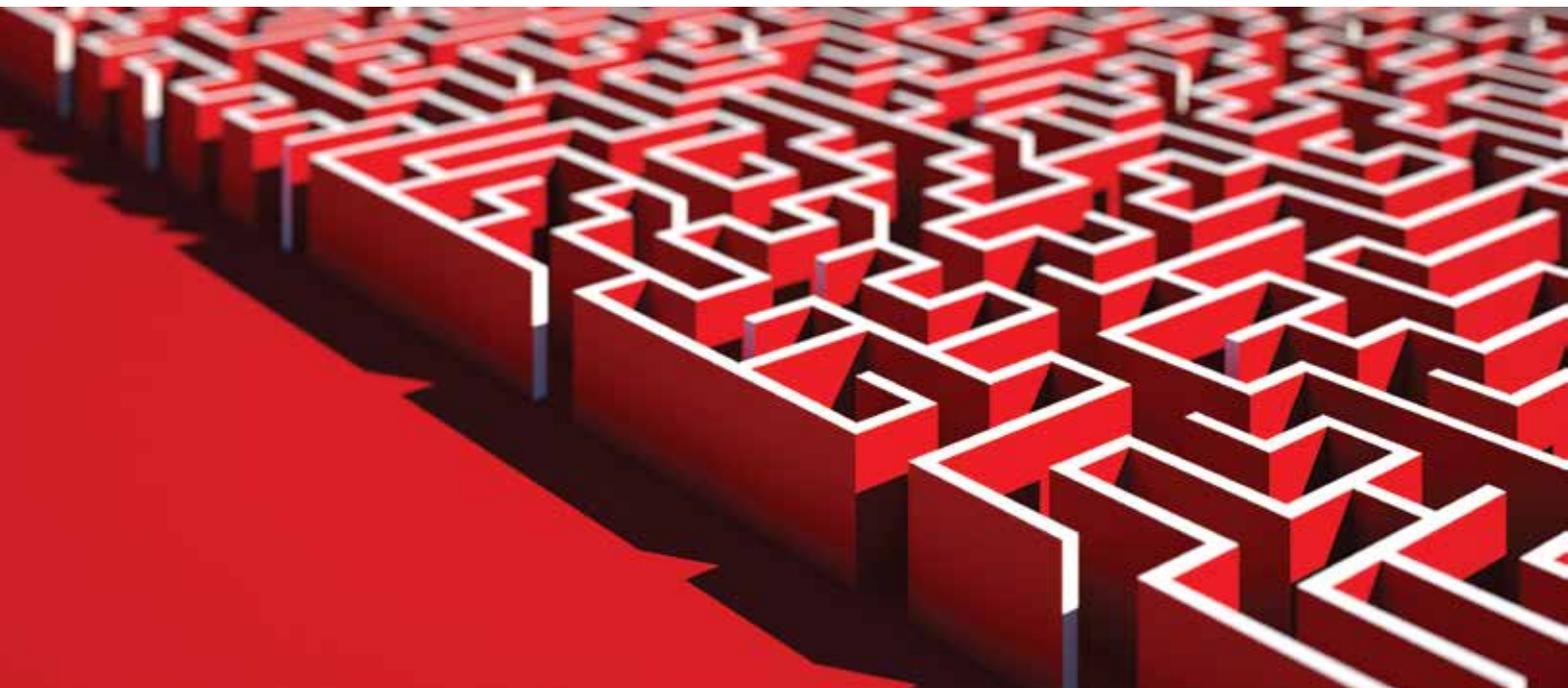


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# What Is Your Business Exit Strategy?



**Selling a business and planning for succession** involves many technical and emotional challenges, says Richa Arora, partner, family office, KPMG Canada.

“Succession planning is not one-size-fits-all,” states Arora. “Some families decide to pass down ownership to the next generation but select a non-family CEO. Others may choose to pass the business ownership and leadership on to different members of the next generation and some choose someone outside of the family or decide to sell the business. Within each of these options there are many possibilities for structuring ownership.”

Although it is common for the family to want to pass the business down to the next generation, it is not always the case, says Arora.

Alex Shteriev, partner and managing director, Beacon Mergers & Acquisitions, says they are seeing fewer cases where family members are taking over businesses as children do not necessarily want to follow in their parent’s footsteps.

“I encourage owners to take time to explore the different options and reflect on what will work best for their unique set of circumstances,” says Arora. “One strategy I use is scenario planning; exploring the risks, benefits, and impacts of each scenario and facilitating meaningful discussion about how each option may work for the family, business, and owners.”

A 2023 KPMG Private Enterprise Business Survey of 700 small to medium-sized business (SMB) leaders revealed that “succession planning is gaining momentum in the SMB community, particularly among family-owned businesses.” Seventy-five per cent of SMBs said they were accelerating transition plans due to several factors, such as concerns about continuing to lead in an era of constant uncertainty; mounting environmental, social and governance (ESG) pressures; the ability to keep pace with new technologies; or a desire to retire earlier than expected.

The practical answer as to when an owner should start thinking about succession

planning is approximately two years before exiting, says Shteriev.

“This timeline allows for focus on business performance, tax considerations, transition planning, and going through the transition process,” says Shteriev. “Usually, a succession plan involves areas where most owners are unlikely to be experts, including, but not limited to, tax and finance, training and transition, business sellability and value enhancement. Advice from experts is invaluable.”

Owners often reach out for help when a succession event is imminent but Arora recommends that business owners start thinking about succession long before they plan to transition their business or leadership role to their successor.

“Succession planning is a gradual process, integrated planning, i.e. planning that considers the impact on family, business, and ownership while maintaining cohesion, can take years, not months,” says Arora. “An expert facilitator can enhance the overall effectiveness and success of the plan,

especially when family is involved.”

Depending on unique family dynamics, planning for succession may bring up conflict, says Arora.

“Expertise from professionals who specialize in succession planning can provide a neutral space and insights to maintain family harmony,” says Arora. “This unbiased approach can ensure that decision-making is done in the best interest of the business and the family. Experts also come with experience from their work with other family businesses. They can foresee the complexities, challenges, and potential risks and are experienced in how to mitigate them.”

An advisor can help business owners craft transition plans for their gradual exit, says Arora.

“This plan, typically spanning five to 10 years provides the current owners with a compelling objective,” says Arora. “It serves as an inspiration during this challenging life transition, which often brings feelings of loss of identity and purpose.”

One of the most important reasons to plan for succession is to preserve the business or family legacy, says Arora, along with other benefits such as:

- Maintaining family values and harmony.
- Preparing the successor with the appropriate knowledge and skills through education and professional development opportunities to ensure they are ready to take on the new role and responsibilities.
- Retaining top talent and exploring new approaches to leadership and ownership. Taking time to plan for succession gives the current owner and/or leader time to find who is the best fit for the role.
- Mitigating risk in the event of unexpected conflict or changing life circumstances. Having a plan in place can reduce stress and conflict amongst the family, employees, and owners during challenging times such as the death of an owner or CEO.

“Selling your business can profoundly impact your financial situation,” notes Arora. “It can also impact your family’s dynamics and individual sense of purpose. I advise clients to reflect deeply on what life will look like following the sale.”

The value of a business is driven from the profit that it generates, says Shteriev.

“Inventory, leasehold and any other tangible assets are simply pass-through value,” states Shteriev. “Any meaningful value above that is based on a multiple of normalized business earnings over a period

of time.”

It is important to conduct due diligence when considering the sale of any business, says Arora.

“This includes preparing projection assumptions, quality earnings reports, net working capital and more,” says Arora. “Working with business valuers and the right team of professionals can help guide the process.”

It is easier to sell a 10-convenience-store chain than a single store business, says Shteriev, noting that finding a support system to assist in the process can be easier said than done for small businesses.

“The larger the business, the easier to hire the right advisors to assist,” says Shteriev. “Let the market dictate the price and terms. Do not go with the mentality of

this is what I want for my business. Focus on business performance and improvement that is reflected in the company’s financials.”

It is inevitable that you will, at some point, exit your business, notes BDO Canada’s Jeff Noble, director, private wealth and Ashwin Nath, director, M&A and capital markets on the website [www.bdo.ca](http://www.bdo.ca). This can happen voluntarily through a sale, retirement, or other lifestyle choice, or involuntarily with an untimely death, disability, disenchantment, disagreement, or divorce.

“Unfortunately, an involuntary exit happens a lot more than we would hope,” says Noble. “My biggest piece of advice to owners is to plan in advance. The longer you wait, the fewer options you will have.”

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# Preparing for Risky Business

By Angela Altass



*Managing risk is an essential part of every business, large or small, states the Insurance Bureau of Canada: “Theft, fire, vandalism, riots: A host of perils could come your way and you need to be ready for them. You can help control the cost of your insurance premiums and improve your business operations by adopting risk management strategies.”*

**Many small business owners** do not see the benefit of practicing risk management, says Tony Lackey, principal, TL Risk Solutions and lead instructor for the risk management courses at Carleton University.

“However, statistics prove that engaging in proper risk management procedures enhances the effective and efficient operations of a business,” says Lackey. “Retaining the services of risk a management expert is always recommended. These individuals can identify gaps in your processes and procedures and can make additional recommendations on risk mitigation strategies for specific premises and businesses. Another key resource for identifying risks and mitigation strategies is your insurance broker, who will have similar type clients and can recommend best practices.”

An experienced insurance broker can play a pivotal role in ensuring the adequacy of your insurance coverage, notes Justin Guillaume, supervisor, loss control & underwriting systems, Sandbox Mutual Insurance.

“Additionally, consider engaging risk management consultants who can assist in identifying, understanding, and effectively mitigating risks specific to your business,” says Guillaume. “Most business owners possess limited familiarity with insurance coverages and products. My recommendation is to collaborate with an experienced insurance broker who is willing to conduct on-site visits to thoroughly comprehend your business operations specific risks and unique needs. This personalized approach ensures the identification of appropriate coverage options tailored to your circumstances.”

**"AN EMERGENCY RESPONSE PLAN SHOULD PROVIDE PROCEDURES FOR STAFF AS TO WHAT TO DO IN THE EVENT OF FIRE, BURGLARY, OR ANY OF NUMEROUS OTHER TYPES OF HAZARDS,"** says Lackey.

If your objective is to effectively reduce losses, implementing an internal inspection or loss control program should be the first line of defense, says Guillaume.

"This program serves to detect vulnerabilities and proactively address them before they escalate into significant losses," says Guillaume. "Initially, there is no need for elaborate measures. Simply conduct routine inspections by familiarizing yourself with the property and operational processes and look for any changes that develop over time. Pay attention to trip hazards, any equipment or building components that are showing signs of wear and tear, any pooling water or staining that was not there before, to name a few."

An emergency response plan (ERP) is a form of risk mitigation strategy that helps businesses deal with an emergency, says Lackey.

"An emergency response plan should provide procedures for staff as to what to do in the event of fire, burglary, or any of numerous other types of hazards," says Lackey. "Emergency response plans are an element of a business continuity management (BCM) system. Having a contingency plan to ensure the business survives after the fire trucks leave is even more important than an emergency plan."

The development and implementation of an emergency response plan (ERP) is a critical component of comprehensive risk management and mitigation strategies, says Leanne Cheng, partner, BlueShift Advisory and instructor at Simon Fraser University Continuing Studies.

"An ERP serves as a roadmap for convenience stores and carwashes, detailing specific actions to be taken in response to various emergency situations, including natural disasters, fires, medical emergencies, and other unforeseen events," says Cheng. "An effective emergency response plan not only aims to protect the lives and safety of both customers and employees but also minimizes potential damage to property and business operations. By preparing for emergencies in advance, businesses can ensure a coordinated efficient response that significantly reduces the impact of such incidents."

Each ERP should consider the specific needs of the business but Cheng notes the following as some of the more significant measures that can enhance the effectiveness of an ERP:

- **Conduct regular emergency drills:** Practice emergency response procedures with all employees to ensure everyone knows their role during an actual event.
- **Establish clear communication channels:** Have systems in place for quickly disseminating information to employees and customers during an emergency.
- **Maintain emergency supplies:** Keep a stock of emergency supplies, including first aid kits, flashlights, batteries, and other essentials, readily accessible.
- **Develop an evacuation plan:** Create a clear evacuation plan with marked exits and safe assembly points, ensuring it is well communicated to all employees and visibly posted for customers.
- **Collaborate with local emergency services:** Build relationships with local police, fire departments, and medical facilities to ensure a coordinated response when external assistance is required.

"By prioritizing the development and implementation of a detailed emergency response plan, convenience store and carwash owners can significantly bolster their preparedness for emergency situations," states Cheng. "This proactive approach not only contributes to the safety and security of the establishment but also demonstrates a commitment to the well-being of employees and customers alike."

Slip and fall incidents are among the most common accidents in retail and service environments, including convenience stores and carwashes, says Cheng.

"These incidents not only pose a significant risk to the safety and well-being of both customers and employees but can also lead to substantial legal and financial repercussions for the business," says Cheng. "As such, taking proactive steps to mitigate these risks is essential."

Cheng listed the following strategies as a few of the targeted measures that could be used to reduce the likelihood of slip and fall accidents:

- Keep floors clean and dry; immediately clean up spills.
- Install anti-slip floor mats in entranceways and wet/icy areas.
- Ensure good lighting in all areas to improve visibility.
- Use caution signs to warn of wet floors or potential hazards.
- Maintain outdoor areas, including parking lots and sidewalks, to prevent ice and snow accumulation.

>>



**"IT'S IMPORTANT TO COLLABORATE WITH WORKERS, SUPERVISORS, AND YOUR HEALTH AND SAFETY REPRESENTATIVE, IF YOU HAVE ONE, TO IDENTIFY HAZARDS AND PUT CONTROL MEASURES IN PLACE TO PROTECT WORKERS,"** says MacLeod.

Lackey notes that slip and falls are one of the highest frequency risks for small businesses, such as convenience stores and gas stations. He advises that key mitigation strategies include:

- Regular maintenance of all walkways and aisles, ensuring that all floor surfaces are clean and dry.
- Ensuring all aisles are clear of any obstructions.
- When a floor becomes wet, ensure proper signage is put in place to warn patrons of the hazard.
- Maintain detailed records on all maintenance completed including the time when cleaning took place and any details on the way and quantity of wax, salt, or other treatments were applied.
- Ensure washrooms are cleaned on a regular basis and documented.
- If mats are used at the entrance and high traffic areas, make sure these mats are cleaned regularly and changed as necessary.

Everyone has a role to play when it comes to health and safety, says Mathew MacLeod, senior technical specialist, occupational health and safety, Canadian Centre for Occupational Health and Safety (CCOHS).

"It's important to collaborate with workers, supervisors, and your health and safety representative, if you have one, to identify hazards and put control measures in place to protect workers," says MacLeod. "Be sure to talk with workers and supervisors and encourage them to report any concerns. Remember to consult with all workers as they are often the most knowledgeable on the types of hazards they may encounter. In the case of convenience stores or carwash environments, some hazards could include working alone; violence and harassment; slips, trips and falls; manual material handling and ergonomics; and exposure to cleaning products or other chemicals."

A hazard control program can help workplaces identify any hazard that may cause an incident, injury, or other harm and MacLeod advises to regularly evaluate the control measures you have in place to make sure they are effective and working as intended.

"This program is a set of workplace procedures adopted to prevent injuries, adverse health effects, and damage to the

work environment or equipment," says MacLeod. "Any workplace can experience an emergency and preplanning is essential. Having well thought out and comprehensive emergency response plans for each type of possible emergency can help make sure everyone knows their responsibilities and what to do to help prevent incidents, injuries, damage, and more serious consequences."

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By Ed Kammerer

# How To Use a Holistic Approach to Upgrade an Existing Retail-Fueling Site

**Welcome to Part II** of our three-part series on “Holistic Fuel-Site Design.” In Part I, we focused on the importance of having all of your fuel-site components and systems working in perfect harmony, i.e., “holistically,” with any imbalances within the system being capable of adversely affecting overall performance. We noted that the first step in achieving holistic fuel-site nirvana requires casting a critical eye at the fuel-dispensing and storage systems and equipment at the site and assessing the health and performance of each component.

Because each retail-fueling site is unique in terms of specific product offerings (both on the forecourt and inside the shop), to lot and building size, to type and number of fueling components and systems deployed, it’s hard to develop a one-size-fits-all solution. So, in Part II this month, we will take an in-depth look at existing sites and the challenges their operators face in keeping a slew of individual components operating harmoniously on a daily basis. Then, we will provide some possible solutions regarding equipment upgrades that can help get all of the site’s various components and systems operating in a holistically friendly sync that will result in improved performance and peace of mind for the operator.

## **Bite By Bite**

Perusing a list of the individual components at a retail-fueling site can bring to mind the old philosophical question: “How do you eat an elephant?” The answer: “Bite by bite.” For the retail fueler, this question becomes: “How do I take inventory of my fueling-system components?” The answer: “Piece by piece.”

For instance, just a basic list of the major individual fuel-storage and dispensing components that are used at a retail-fueling site can be daunting:

- Manhole covers
- Multiports
- Fuel nozzles
- Swivels and breakaways
- Spill containers
- Dispenser, tank and vent sumps
- Fuel-system piping
- Vent piping
- Overfill-prevention valves
- Emergency shear valves
- Vapor shear valves
- Entry fittings
- Pressure vacuum vents
- Observation monitoring wells
- A whole array of couplings

In this case, though, there are many variables to explore and record pertaining to each component. While every component may have been brand-new when the site opened, they all age at different rates. For example, a good fuel nozzle may last three to five years, but an underground storage tank can be expected to deliver 30 years of trouble-free service. The best solution to knowing at a glance the age of fueling-system components is to keep an accurate log of when they were installed, when they needed maintenance or repair, and when they needed to be replaced.

Sounds easy, but as we all know, life can come at you pretty fast sometimes, things get forgotten, misplaced or missed. This means that – short of having access to a time machine – assessing the age of specific components can oftentimes be nothing more than an educated guessing game.

However, it should be easier to ascertain the current operating condition of the components. Astute fueling-site operators will put into place a preventative-maintenance program for each piece of equipment. This program should list specific dates when each component must be inspected with any compromise of operational reliability noted, along with any necessary repairs made, and whether or not it may still be under warranty. Federal, provincial and municipal regulations and certifications also change over time, so noting whether the component is still “up to code” is also helpful when determining if it may need to be replaced.

Performing a preventative-maintenance inspection, especially with those components that are showing signs of excessive wear and tear, should also prompt the operator to consider an upgrade. The

manufacturers of fueling-system components are always looking for ways to improve their current products or creating new ones. Staying abreast of the latest technological advancements in these areas can be the impetus for a component upgrade that has the capability of improving the fueling system’s performance, efficiency and operational cost.

#### Consider An Upgrade

On that note, OPW Retailing Fueling, Smithfield, NC, USA, is one of those companies that is always trying to expand its product offering or push the envelope in terms of what its products are able to do. With that in mind, OPW has introduced in recent years a number of innovations that have all been designed to improve the performance of critical fueling-system components. All of these can be considered when operators are looking to deploy next-generation equipment at their existing sites.

##### EDGE Double-Wall Spill Container:

Designed in collaboration with contractors and end-users, the EDGE Double-Wall Spill Container installs in the same space as single-wall spill buckets, which saves on installation costs since it uses the old spill container’s existing infrastructure. The design features the ability to replace either the primary bucket or the secondary bucket without having to break concrete or dig up the bucket. It also offers an array of best-in-class features – vacuum test port, visual gauge, electronic-testing sensor, ribbed polyethylene skirt, removable adaptor – that significantly improves reliability, installation, testing and serviceability when compared to competitive spill containers.

##### 71SO-T Testable Overfill-Prevention

**Valve:** The 71SO-T is the industry’s first UST overfill-prevention valve that is testable from the forecourt surface. This means it does not need to be removed from the UST, which creates the ability to test for an overfill condition in 60 seconds per tank, not the traditional 60 minutes per UST. The design of the 71SO-T also allows for easy installation with no need to break concrete or use special manholes. >>



**THE EDGE DOUBLE-WALL SPILL CONTAINER INSTALLS IN THE SAME SPACE AS SINGLE-WALL SPILL BUCKETS, WHICH SAVES ON INSTALLATION COSTS SINCE IT USES THE OLD SPILL CONTAINER’S EXISTING INFRASTRUCTURE.**

**10 Plus Series Emergency Shut-Off Valves:** The 10 Plus is the retail-fueling industry's only emergency shut-off valve that is designed to protect against the potential hazards of undetected shear groove leaks in the dispenser piping that are caused by anything from low-impact incidents to full-blown dislodged or pulled-over dispensers. The unit's patented SmartGuard design contains shear groove leaks to prevent fuel from leaking into sumps, which helps reduce the risk of fire, explosion, personal injury, property damage, environmental contamination, product loss and costly cleanup at the fueling site.

**TSE Tank, DSE Dispenser & VSE Vent Sumps:** These three sump styles comprise the members of OPW's E-Series Sump family. All

are constructed via the innovative Sheet-Molded Compound (SMC) manufacturing process that ensures a finished product with consistently thick and smooth inner and outer walls, which makes it easier to install entry fittings and ensure that they are leak-free. The expedited construction process for all three models also helps ensure that demanding delivery lead times are met for every customer.

**Pre-Plumbed DSE Dispenser Sump:** Using the same Advanced Composite Technology manufacturing process as the DSE sump, the Pre-Plumbed DSE Dispenser Sump is shipped to the fueling site with factory-assembled and tested components. This makes the Pre-Plumbed DSE Dispenser Sump an ideal solution for fuel-site operators who wish to simplify their installation while saving time and costs.

**Rigid (REF) and Hybrid (HEF) Entry Fittings:** The REF features minimal exposed rubber but is still able to accommodate ground movement and provide sealing redundancy for maximum product contamination and protection against water intrusion. The HEF combines the best features of the REF (a hard-shell exterior resistant to ground movement) and the Double Entry Boot fitting (an easily accessible flexible inner half) to offer maximum product containment and water-intrusion prevention with easy piping installation.

**14C/14HC Diesel-Capture Nozzles:** Members of OPW's 14 Series family of clean-fueling nozzles, these models have been designed to minimize the potential for diesel dripping down the spout after fueling via the diesel-capture chamber, which helps keep

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fuel off drivers' hands and clothing, the dispensing equipment and the ground, creating an overall cleaner and more appealing fueling experience. The 14HC nozzle brings those benefits to high-flow diesel-fueling activities, particularly those that are common at truck stops and high-volume c-store sites that feature truck-fueling islands.

**XC Extreme-Cold Nozzles:** Perfect for use in cold Canadian winters, OPW's 11A and 11B nozzles for automobile fueling and 7H and 7HB automatic shut-off nozzles for high-flow truck, bus and heavy-duty equipment fueling have been upgraded for use in temperatures as low as -54°C (-65°F).

**Fibrelite Watertight Composite Manholes:** These are the industry's leading watertight, easy to remove, non-bolted composite manhole

covers. Available in a large selection of shapes, sizes and colors, they provide quick access to multiport and single-port fill sumps, interstitial sumps and monitoring wells.

**Island Forms:** Available in standard straight, hourglass and build-your-own designs, OPW island forms facilitate the construction of concrete forms that are used to protect fuel dispensers and streamline traffic patterns

#### Conclusion

Fuel-site operators who take a committed approach to accurately and reliably assessing and recording the condition of the many components that make up their fuel-storage and dispensing system will be ahead of the game when it comes time to repair or replace aging equipment. Those that take the next step and use equipment

repair and replacement activities to upgrade to enhanced or new components will find themselves even further ahead in the game. To that end, OPW Retail Fueling offers a wide array of innovative solutions, many of which are upgraded versions of components that have already proven their worth and capabilities over many decades of successful fueling-site deployment and operation. **■**

*Ed Kammerer is the senior director, global product management for OPW, based in Cincinnati, OH, USA. He can be reached at [ed.kammerer@opwglobal.com](mailto:ed.kammerer@opwglobal.com). For more information on OPW, go to [opwglobal.com](http://opwglobal.com).*

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# ORGANIZED RETAIL CRIME

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# IT COSTS US ALL

Retail theft has long been seen as a victimless crime; however, it costs retail businesses approximately \$5-billion a year, resulting in higher prices paid by consumers.

**Organized retail crime continues** to evolve as a lucrative, criminal enterprise and presents a significant threat to the safety of employees and the overall community. It is a growing concern for retailers across our city, across Canada, North America and even internationally.

Unlike amateur theft or spontaneous shoplifting by individuals with little to no pre-meditation, "organized retail crime" entails careful planning, deliberate targeting of retailers, and high-level coordination among offenders to steal merchandise.

Retail crime networks use their unlawful gains to fund other criminal activities like human trafficking, drug trafficking, and gun and gang activity – and these offenders are also not afraid to introduce violence during the commission of their crimes against innocent employees or customers who stand in their way.

What's more concerning, is the potential public health and safety concerns involved – for example, some products commonly stolen for resale include infant formula, over-the-counter medications and other health and beauty products, which may be expired, repackaged, or improperly stored or handled before reaching the consumer.

Recognizing this and with community safety in mind, Toronto Crime Stoppers has once again taken the lead to develop a proactive campaign to bring awareness to the issue of organized retail crime.

The focus of this new campaign is to enhance awareness within the community, remind the offenders engaging in this activity the retail industry is taking action and most notably we want citizens to be encouraged to anonymously report individuals involved in this form of criminal activity to Crime Stoppers. >>



This includes those who knowingly purchase these stolen items.

This latest campaign creative was strategically developed for citizens to take notice of this costly social issue and demonstrates how consumers are ultimately paying for the crimes of others.

Presented as a crime tax that criminals are forcing Canadians to pay or the added time it takes to purchase selected merchandise, the campaign arms consumers with alarming facts of the realistic impact organized retail crime is having on the community.

The campaign will comprise of a selection of out of home advertisements, radio and video public service announcements (PSAs) and social media online advertising, which will educate the community about the costs associated with this crime. In addition, the campaign creative will drive consumers to a dedicated website ItCostsUsAll.com to learn more about the costs of organized retail theft.

Through the collaboration of aggressive



campaigns like this, Toronto Crime Stoppers and the retail industry, along with our law enforcement partners will continue to make a difference in the prevention of crime at retail locations.

More than ever, we must understand that community safety is a shared responsibility. Working together with a collaborative goal to make a difference in the prevention of

crime while enhancing the overall safety of our communities should be a priority.

When, as a community, we remain silent – we are all victims!

Toronto Crime Stoppers is committed in our efforts to mobilize the community to “See It. Say It. Stop It.” **CS**

*With over three decades in the corporate security industry, Sean Sportun is currently the vice president, national accounts and community engagement, at GardaWorld. Sean is a current associate member of the Canadian Association of Chiefs of Police, where he works with law enforcement agencies across Canada on crime prevention, community safety and community well-being initiatives. A dedicated community safety advocate, in 2002 Sean joined the Toronto Crime Stoppers volunteer board of directors, where he is currently the program's chair. In addition, he serves as the president-elect for the International Society of Crime Prevention Practitioners Association.*

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# FIREWORKS: FUN AND LUCRATIVE



By Angela Altass

While selling fireworks is a fun, rewarding and lucrative business, it is important to follow rules and regulations, says Bill Raynault, general manager, western branch, Mystical Distributing Company Ltd.

“Please learn the federal regulations on selling fireworks,” states Raynault. “Work with your fireworks vendor to determine if there are also any local bylaws that need to be considered when selling fireworks.”

There are federal explosive regulations that govern the purchase, sale, storage and display of consumer fireworks in a retail store. Municipal bylaws might also require a permit or inspection by local fire departments.

Some municipalities allow for the sale of fireworks all year, others a few times a year, and a handful only one day a year, notes Raynault, adding that fireworks stored in a cool dry location away from direct sunlight will extend the life of the products, maintaining performance value for many years.

Keeping the products away from direct sunlight is also necessary when the fireworks are on display in the store.

“Don’t put them by the window,” cautions Raynault. “Federal regulations restrict the sale of fireworks to persons 18 years or older and always provide a safety instruction sheet with every sale.” >>

**Matt Bialek, president, BLAST-OFF Fireworks, offers the following notes on selling fireworks:**

**Consumers must be 18+ years old to purchase fireworks. If in doubt, check ID.**

**Consumers must not be under the influence when purchasing fireworks.**

**Loose firework products must be secured, preventing access by minors.**

**Fireworks should not be stored to excess at retail sites. Your vendor can assist with managing legal quantity limits.**

**Encourage retail customers to be safe and follow instructions on each item.**

**Provide free literature take-aways to customers.**



**Bill Raynault, general manager, western branch, Mystical Distributing Company Ltd., provides the following guidance on fireworks selection:**

**Ask your fireworks vendor** for their minimum order to get free shipping. This is a good determination of keeping your costs low while understanding the 'buy in' price for selling fireworks.

**As the federal regulations** outline you can't have fireworks out in the open for customers to touch unless they are in an enclosed transportation of dangerous goods (TDG) carton. If you have a shelf behind your sales counter then count how much space you have and work with your vendor to determine the number of items you will want on display.

**Vendors also have** fireworks cabinets that keep products enclosed or have various items in the TDG packaging that you can have out on the sales floor.

**Start small with a good** selection of items then monitor how fast you sell out of a certain category of firework.

**Selecting products to sell** is also determined by your surroundings. If you are in a city then the residential lot size is small so you'll want to carry products that can be used in those smaller lots. If you're in a rural area you will find the larger lot items will be better sellers. However, some municipalities are a mixture of the two! By starting with a sampling of different types of products you will quickly learn what sells best.



**FIREWORKS ASSORTMENTS ARE FAST SELLERS AS THEY ARE PRE-BUDGETED AND COME WITH A GOOD VARIETY OF FIREWORKS, SAYS RAYNAULT.**

Fireworks assortments are fast sellers as they are pre-budgeted and come with a good variety of fireworks, says Raynault.

"These assortments will vary in price and the larger priced ones will contain multi-shot cakes," says Raynault. "These multi-shot cakes have similar colours and effects to what you would see in the big Canada Day displays. Work with your fireworks vendor to get a variety of different types of fireworks as a starting point to determine what your market wants. We have seen many businesses start out with 10 per cent of their revenue coming from fireworks to, a few years later, it's 60 to 75 per cent of their yearly revenue."

Fireworks vendors have banners that can be placed outside your store, as well as internal signs, to let your customers know that you sell fireworks, says Raynault.

When selling fireworks, "do it right," states Matt Bialek, president, BLAST-OFF Fireworks, who notes that compliance is a critical aspect of any fireworks program.

"Partner with a full-service distributor who can maximize category profitability at your store," says Bialek. "This means factoring all elements of your fireworks program into the equation, including great quality products, family-friendly packaging, competitive pricing and discounts, free promotional tools, free shipping, free inventory and category management tools, guaranteed sale terms, and program fixtures and displays. It is absolutely essential to respect laws pertaining to the safe sale of fireworks. You want to ensure that the firework products are being sourced from a reputable supplier with permits, permissions, insurance and retailer protections in place."



BLAST-OFF Fireworks offers a free regulatory assessment to stores launching fireworks programs. Training materials, retailer guides, online resources, one-on-one support, training, and compliance check-ins are also available to Blast-Off clients.

In Canada, there are eight main categories for fireworks products. Family packs and finale cakes are two categories that demand the most attention, says Bialek, adding that it is also important to consider traditional favourites like roman candles and barrages.

“A small selection of fireworks isn’t likely to generate the returns you desire,” says Bialek. “You need to offer selection, variety, and a wow-factor in today’s increasingly crowded retail space.”

Now is the time to ramp up for the summer fireworks season, advises Bialek.

“July 1 is Canada’s number one fireworks holiday of the year,” says Bialek. “However, fireworks seem to be for any occasion. The market has really grown. Birthdays, family reunions, memorials, graduations, camping trips, gender reveals, community functions are all popular times for

fireworks. Holidays like Valentine’s Day, Halloween, and Diwali have seen exponential sales growth within the fireworks category. While you don’t have to go all out in the shoulder or off-seasons with fireworks, our best retailers offer a year-round selection in their stores.”

A free vendor training course and safety instruction sheets are available from the Canadian National Fireworks Association (CNFA). Further information is available at [www.c-nfa.org](http://www.c-nfa.org). 



Brandi Bialek, chief operating officer, and Matt Bialek, president, BLAST-OFF Fireworks.

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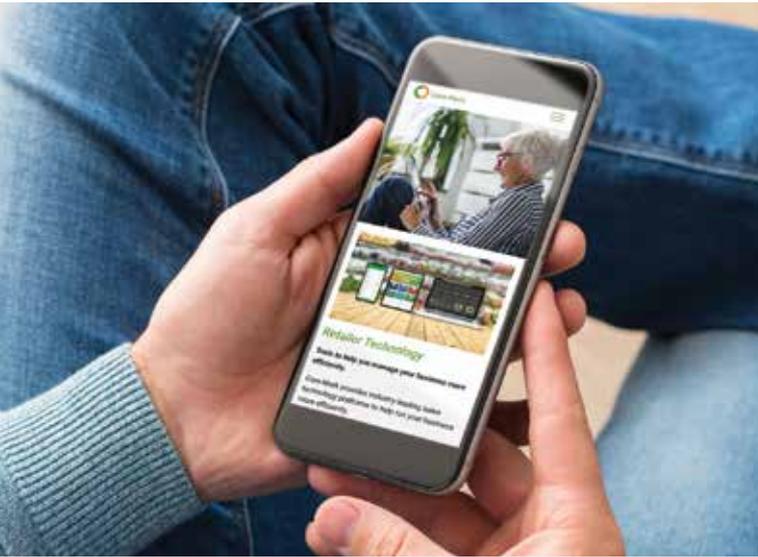
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By Meline Beach

# Core-Mark's Innovative Tech Solutions Empower Retail Success

**In the ever-evolving world of retail**, Core-Mark is dedicated to empowering retailers with a robust suite of technology solutions. From category management plan-o-grams, reducing labour, and simplifying the ordering process, Core-Mark's range of user-friendly applications help customers boost sales and profits.

"At Core-Mark, technology innovation is a collaborative effort that begins with our stakeholders," said Chris Bayley, director of sales technology at Core-Mark International. "We leverage input from all users, including dedicated sales staff and customers, spanning both independent and chain retailers. We gather feedback through real user surveys, and video calls with the customer and a sales beta team. But it doesn't stop there. We harness the power of data analysis to dig deeper, identifying patterns, trends, and areas for improvement that drive our innovative solutions."

The company boasts three recent releases in technology applications that have made a difference for retailers. This includes the strategic refresh of the Retailer Analytics Dashboard, Credit Reconciliation Status and Retail Shelf Label printing.

## Retailer Analytics Dashboard

Core-Mark's Core Solutions team has further enhanced this powerful resource that helps retailers leverage informed decisions based on real-time analytics. The robust data engine provides actionable insights that allows retailers to identify areas for improvement by spotting trends, understanding customer behaviour, and assessing the performance of various aspects of their business. The dashboard can be customized based on timeframes, items, and single or multiple customers. Dashboard reports can also be exported for sharing and upload.

"Our Retailer Analytics Dashboard provides year-over-year trends, purchase metrics, market performance, and local and regional demographic data," said Bayley. "Having this data helps retailers make educated decisions when introducing, positioning, and marketing items in their stores."

## Credit Reconciliation

Core-Mark International's comprehensive ordering solution provides retailers with a suite of features that cover every aspect of their business needs, from ordering and invoicing, to credit requests and delivery details.

"Retailers now have access to a credit reconciliation table, allowing them to track the status of every credit submitted with ease," said Bayley. "Additionally, the mobile app empowers customers to process credit requests directly, which decreases the time spent calling customer service."

## Retail Shelf Label Printing

The most recent release for Core-Mark's mobile applications has enhanced the ability for customers to print shelf labels. Customers can now easily adjust their suggested retail price and instantly offer two-for-one deals. Independent retailers' feedback suggested a desire to control the SRP's and initiate instant promotions, and Core-Mark has delivered on this feature. 



To learn more about Core-Mark, scan this QR code



Enns Wash and Shine in Niagara-on-the Lake, Ontario

By Angela Altass

# Car Wash for a Cure

The Canadian Carwash Association recently held the second annual Car Wash for a Cure, a Canada-wide initiative that encourages carwashes to fundraise over two days to benefit spinal cord research.

On April 5 and 6, carwashes participated in the event through a variety of activities including:

- Carwash owner/operators asking their customers to donate spare change;
- Donating a portion of sales over the two days;
- Inviting community leaders to participate and promote to their constituents;
- Creating a fun, interactive activity that engages customers in the fundraiser;
- Promoting carwash involvement via social media;
- Raising awareness of the Canadian Spinal Research Organization.

“The Canadian Carwash Association wanted to give back to a charity and we felt that this was in line with our industry because over 50 per cent of spinal cord injuries occur in vehicle collisions,” says Karen Smith, president of the Canadian Carwash Association and training and compliance manager at Valet Car Washes.

Smith says she hopes the event will continue to grow each year and the Canadian Carwash

Association encourages its members and stakeholders to participate in this initiative to not only give back but to help contribute to a strong and resilient carwash industry.

“We are thankful for the great partnership and support of the Canadian Carwash Association,” says Barry Munro, chief development officer, Canadian Spinal Research Organization. “The more friends and partners the Canadian Spinal Research Organization has, the closer we will get to a cure for paralysis caused by spinal cord injuries.”

Munro says he is pleased with the generous support of the participating public and the Canadian Carwash Association members.

“We have learned from the past two years as to the best practices for this event, which makes us excited about expanding it next year,” says Munro. “A special thanks goes out to Karen and Valet Car Washes. Their leadership and support have brought hope to people suffering from paralysis caused by spinal cord injuries.”

Further information is available at [www.canadiancarwash.ca](http://www.canadiancarwash.ca).

**“THE MORE FRIENDS AND PARTNERS THE CANADIAN SPINAL RESEARCH ORGANIZATION HAS, THE CLOSER WE WILL GET TO A CURE FOR PARALYSIS CAUSED BY SPINAL CORD INJURIES.”**



< Enns Wash and Shine in Niagara-on-the Lake



Valet Car Wash Guelph, Ontario

Valet Car Wash, Cambridge, Ontario

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**UNITED WE WASH**



# Enniskillen General Store Opens Fifth Location

**"WE NOW HAVE OVER 20,000 MEMBERS ON OUR ICE CREAM CLUB AND HAVE GIVEN AWAY OVER 2,000 ICE CREAM CONES."**



Thomas Sheehan and his family celebrate the opening of Enniskillen General Store's new location in Courtice, Ontario.

**Enniskillen General Store** recently opened its fifth Ontario location at 1414 King Street East in Courtice. Family-owned and operated since 1840, Enniskillen General Store is also located in Enniskillen, Bowmanville, Oshawa and Peterborough.

"We're excited to open our fifth store in Courtice thanks to the incredible support of our local community," says Thomas Sheehan, who took over the Enniskillen General Store business in 2014. "We are proud to be family owned and operated."

The general store is well known for its large ice cream cones and ice cream is an attraction that keeps customers coming back again and again.

"Several years ago, we started our Ice Cream Club, which is a loyalty program in which our customers earn points to redeem for free ice cream cones," says Sheehan. "Customers can choose up to 51 flavours of Kawartha Dairy Ice Cream. We now have over 20,000 members on our Ice Cream Club and have given away over 2,000 ice cream cones."

The new Courtice store, like the other Enniskillen locations, also has other Kawartha Dairy Milk products for sale, as

well as a huge assortment of candy and other treats.

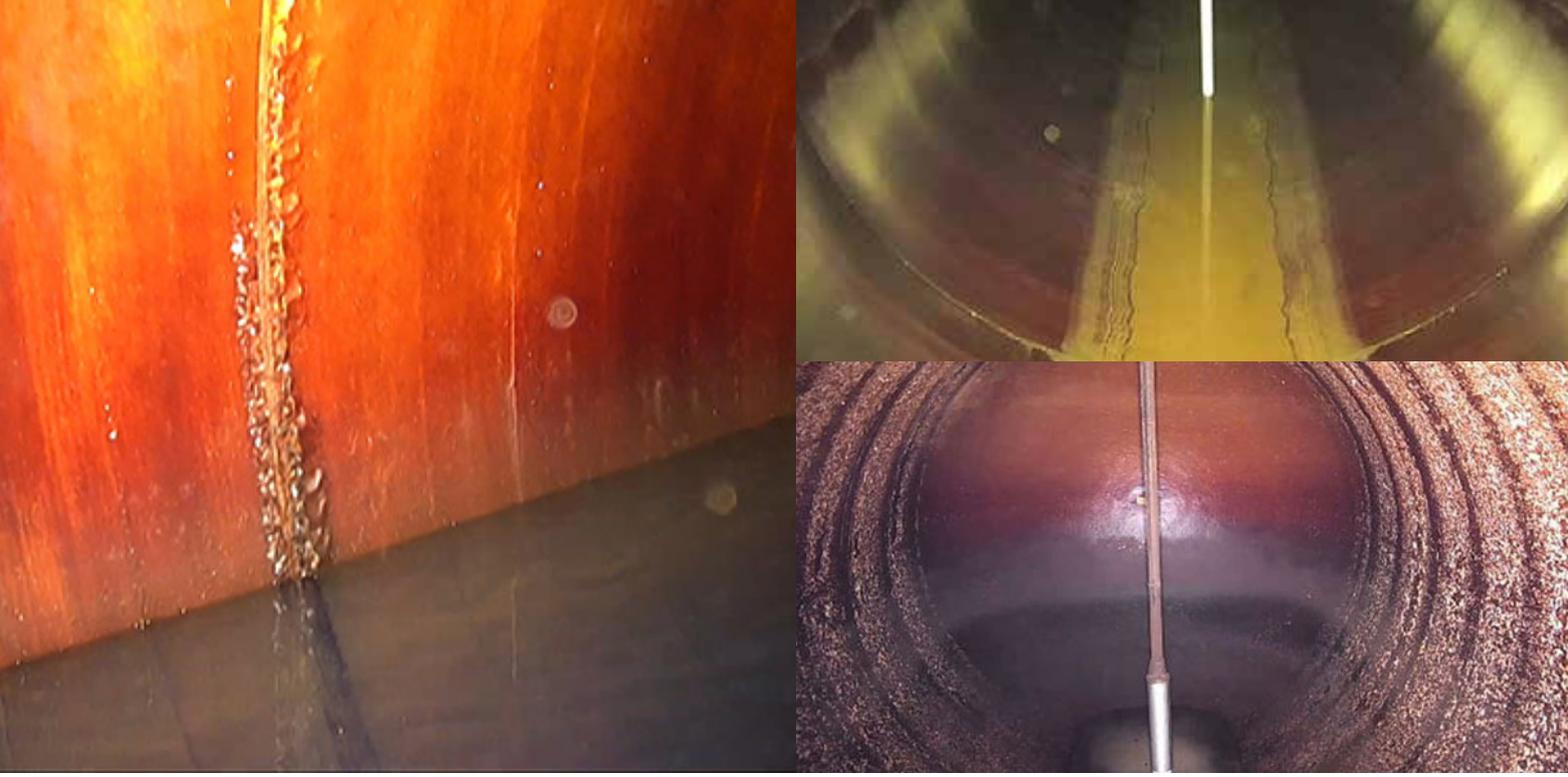
"We also have a hot sauce wall with 57 sauces and growing," says Sheehan. "We also have many local products, such as maple syrup, honey, coffee, barbecue sauces, and more."

This has been a busy time for Sheehan. As well as opening the new store in Courtice, the Bowmanville store is moving to 46 King Street West, a building that is over 100 years old and is located in historic downtown Bowmanville.

"The reason for the move in Bowmanville was that our previous location was too big and the landlord was raising the rent," explains Sheehan. "We were at that location for five years but we're excited to move into downtown Bowmanville because there are so many events down here and we're excited to be a part of that."

Sheehan says the success of Enniskillen General Store comes from several areas, including "amazing staff who are like family, amazing customers who support us everywhere we go, and our determination to grow."





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# Industry Charting Path to Renewable Propane

By Tammy Hirsch

*Summer is full swing ahead. Canadians are gearing up for barbeque season, camping, and outdoor living with fireplaces and heating lamps that allow the outdoors to be enjoyed well into the evening.*

**PROPANE ISN'T JUST FOR RECREATION. IT IS USED EXTENSIVELY ACROSS VARIOUS INDUSTRIES. MILLIONS OF CANADIANS USE PROPANE.**

**What do all these activities** have in common? Low-emission propane. Whether you're grilling, embarking on a camping adventure, or simply relaxing outdoors, propane is unmatched in convenience and versatility, offering you the freedom and flexibility to make the most of the summer season.

Propane isn't just for recreation. It is used extensively across various industries. Millions of Canadians use propane for heating, hot water, cooking, and power generation at home, work, and on the road and it powers essential services such as school buses, fleets, hospitals, and numerous other applications.

"Propane is this incredible molecule that can go just about anywhere you can," says

Shannon Watt, president and CEO of the Canadian Propane Association (CPA). "It is crucial for agriculture, industry, transportation and remote, rural and Indigenous communities because it is a dependable and affordable solution. It is also known as energy's first responder, serving as critical backup energy for renewables and during emergencies when the grid goes down."

The use of propane is growing, especially in areas not connected to natural gas or electricity grids. It is one of the cleanest burning conventional fuels, with propane furnaces operating at 90 per cent efficiency. This high efficiency and long-term storage capability make it ideal to pair with hybrid technologies and renewable energies such as solar and wind. >>



**RENEWABLE PROPANE HAS THE SAME GREAT FEATURES AS CONVENTIONAL PROPANE – RELIABILITY, PORTABILITY, POWER, AND REDUCED RISK TO WATER AND SOIL – BUT WITH EVEN LOWER CARBON EMISSIONS.**

Now propane is getting even cleaner with the CPA's recent release of its groundbreaking study that shows how renewable propane can be developed in Canada: *Propane Decarbonization Roadmap for Canada*.

"Propane can immediately help Canadians reduce emissions now and in the long term for future generations," says Watt. "While propane is already a low-carbon energy choice, its emissions are further reduced with renewable propane. Renewable propane can provide up to 85

per cent emissions savings and even more under certain conditions."

Renewable propane has the same great features as conventional propane – reliability, portability, power, and reduced risk to water and soil – but with even lower carbon emissions. It can be made from a variety of renewable feedstocks. The most common form of renewable propane today is a byproduct of renewable diesel and sustainable aviation fuel made primarily from plant and vegetable oils, animal fats, or used cooking oil.

## Know Human Trafficking Campaign



**Human trafficking** is one of the most heinous crimes imaginable, *often described as modern-day slavery*. The victims, who are mostly women and children, are deprived of their normal lives and compelled to provide their labour or sexual services, through a variety of coercive practices all for the direct profit of their perpetrators. Exploitation often occurs through intimidation, force, sexual assault and threats of violence to themselves or their families.

There are two types of human trafficking: **Sex Trafficking and Labour Trafficking**. Children account for more than half of the victims of human trafficking. In fact, the average age that a young person becomes involved in sex trafficking is 12 years old.

- It is estimated that **1 in 6 missing children** are victims of sexual human trafficking. *Source: MissingKids.org*
- **Migrant workers are particularly vulnerable to Labour Trafficking** due to many factors, such as language barriers, working in isolated/remote areas, lack of access to services and support, and lack of access to accurate information about their rights. *Source: Public Safety Canada*

### How You Can Help

As part of the massive Know Human Trafficking Awareness Campaign, we are wrapping 53 ft trailers with routes across Canada. Your organization can help by sponsoring a 53 ft trailer wrap.



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Renewable propane shares an identical molecular structure with conventional propane derived from hydrocarbons. It can be used alone or in blends with other renewable sources such as DME (dimethyl ether) or low-carbon energy, including conventional propane. DME is already used extensively worldwide, mainly in industrial settings. It is a colourless gas chemically similar to propane and like propane, it is easy to handle and store in liquid form.

By fostering advancements in innovation and technology and promoting sustainable practices within the propane industry, Canada can continue to rely on this essential energy while minimizing its overall environmental impact. The ongoing evolution of the propane sector holds promise for a cleaner and more sustainable energy future. **■**

*Tammy Hirsch is a seasoned marketing and communications leader with over two decades of experience in the energy sector. Serving as the senior director of marketing and communications at the Canadian Propane Association (CPA) since 2016, Tammy plays a pivotal role in devising and executing strategic communications plans to advance propane's profile and industry interests nationwide. Before her tenure at the CPA, Tammy spent seven years at Statoil/Equinor, a prominent Norwegian state oil and gas company, where she contributed to an award-winning stakeholder engagement team.*

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What's New



**Grounds for Health named the Coffee Association of Canada's Charity of the Year**

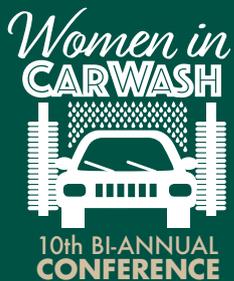
Toronto, ON – The Coffee Association of Canada (CAC) is excited to announce that Grounds for Health has been selected as their Charity of the Year for 2024. For over 27 years, Grounds for Health has partnered with the specialty coffee industry to prevent cervical cancer in coffee communities in Latin America and Africa. Cervical cancer kills one woman every two minutes, yet it is entirely preventable with access to basic healthcare services. Through their programs, Grounds for Health ensures that nurses, health educators, women and families have the training, equipment and support they need to get and give these services.

"Grounds for Health is an exemplary choice for our Charity of the Year due to their significant impact on improving the health of women in coffee-growing communities," said Robert Carter, president, Coffee Association of Canada. "Grounds for Health's concrete actions and compassionate dedication to women in coffee-producing countries has had real-life, lifesaving effects on one of the most marginalized groups in our industry."

Women are vital members of coffee communities and the specialty coffee industry. They provide labour on coffee farms, at washing stations and wet mills; they raise children and ensure they have access to clean water, healthcare and education; and they play critical roles in climate adaptation and climate resilience. To

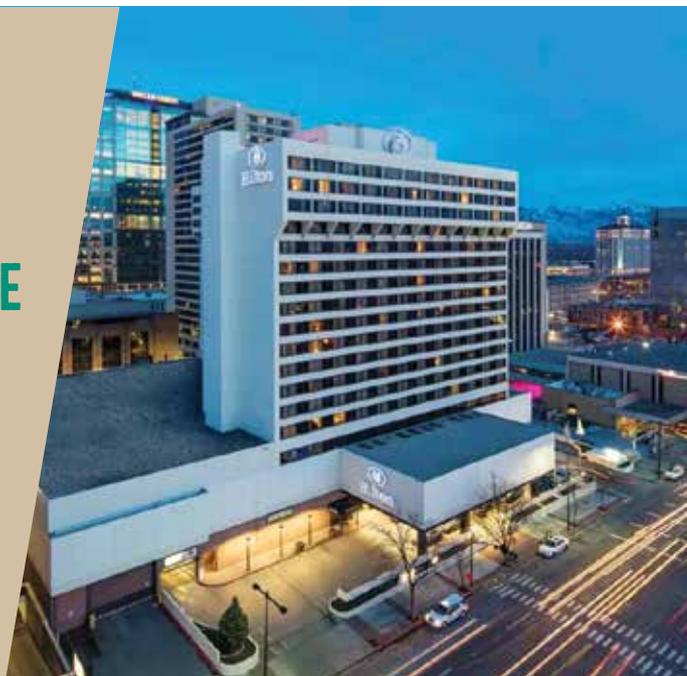
date, Grounds for Health has screened and treated over 215,000 women to prevent cervical cancer. Through their high impact work protecting women's health, Grounds for Health is also protecting the health and wellbeing of the community, environment and coffee industry as a whole.

"We are delighted to be named the first Charity of the Year by CAC!" said Kyle Engelman, executive director, Grounds for Health. "Many CAC members are supporters of Grounds for Health, inspiring us every day with their commitment to the farmers and women who make this industry possible. Thank you for this honour - we promise to continue our high impact work alongside you."



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### In The Rapidly Changing Realm of Foodservice, The Heat Is On—Literally

Charlotte, NC – Spicy cuisine has gained widespread popularity, captivating food enthusiasts and culinary connoisseurs alike. The current trend towards spicier flavors signifies a notable shift in consumer preferences, influenced by the abundance of international spices available worldwide. The culinary experts at Affinity Group, a team of professionals based in North America specializing in sales support, planning, and strategy for the foodservice and food retail industry, shed light on this trend. They urge industry professionals to embrace the increasing demand for spicy flavours as an opportunity for innovation and collaboration in order to foster growth in the coming year.

"Spicy foods are super trendy right now," says Bridget McCall, vice president of culinary and innovation at Affinity Group. "We're seeing a growing interest in exploring the complexity of heat beyond just the intensity. It's about

understanding and appreciating the nuanced flavours that different spices bring to the table."

The trend underscores a broader culinary narrative where adventurous eaters are eager to explore diverse, vibrant flavours from around the globe. Kitchens everywhere are responding by significantly expanding their spice arsenals, moving far beyond the basics to include a wide variety of exotic spices, opening up new possibilities for creative and inspired cooking.

Balancing the heat while enhancing and diversifying flavour profiles is key to successfully navigating this trend. Understanding how to pair the fruity notes of a habanero pepper with something as rich as dark chocolate can transform a dish into an unforgettable experience, exciting today's diner with culinary innovation.

Incorporating spicy elements into menus requires finesse and a deep understanding of how different spices interact with other ingredients. "It's not about adding heat for the sake of heat," says Rebecca Gruwell, corporate chef at Affinity Group. "It's about creating a balanced dish where the spice enhances, rather than overwhelms, the overall flavour."

### Affinity Group Sales and Marketing Provides Key Strategies for Foodservice

#### Operators Embracing this Spicy Trend

- 1. Explore Global Spices:** Infuse your menu with a variety of international flavors to dramatically expand your restaurant's flavour profile.
- 2. Customize the Heat:** Offer a range of spice levels to cater to different tastes, ensuring everyone finds something to enjoy.
- 3. Create a Signature Spice:** Develop signature dishes or condiments that showcase your unique take on incorporating spice, setting your establishment apart.
- 4. Accommodate All Ages:** Craft menu items that are flavourful and meet nutritional considerations, catering to diverse preferences.
- 5. Educate and Engage:** Elevate kitchen skills and educate consumers about the rich diversity of spices, their health benefits, cultural significance, and culinary applications.

"Navigating the spicy food trend is an exciting opportunity for foodservice providers" says Joe Borgesi, market manager and culinarian, CEC, at Affinity Group. "It allows for culinary creativity, menu diversity, and enhanced customer engagement. The key to success lies in balancing bold flavors with the right cooking techniques to create memorable dining experiences."

### OLG Launches Self-Serve Lottery Terminal Pilot In Select Retail Locations

TORONTO, ON – Ontario Lottery and Gaming Corporation (OLG) has begun piloting self-serve lottery terminals (SSTs) in select retail locations. The terminals, which deploy some of the industry's most advanced self-service solutions, offer customers a new safe, secure and convenient way to purchase lottery products.

The pilot begins after extensive consultation and collaboration with OLG's retail partners and other industry stakeholders. Customers can use the terminals to purchase national and regional lottery games, as well as a broad selection of

the most popular instant tickets, using a debit or credit card.

"OLG continues to look for new ways to deliver engaging gaming experiences that create value for our retail partners and for the province of Ontario," says Nancy Kennedy, OLG's chief lottery and customer officer. "Self-serve terminals will help us meet evolving consumer and retailer preferences while maintaining a strong commitment to responsible play."

Age verification and tailored responsible gambling messaging are fully integrated into the SSTs. As an additional security measure, the terminals can be disabled remotely by the retailer.

Approximately 140 SSTs will be introduced throughout the pilot. Pilot locations are primarily in the GTA and Sault Ste. Marie, and were selected based on criteria such as high volume, high traffic locations, population density and available space. While SSTs offer a new, convenient option, consumers will continue to have the choice to purchase lottery tickets at retail counters or online at OLG.ca.

The pilot is expected to run until May 2024. OLG anticipates launching additional SSTs more broadly throughout the province later in 2024.



### **OPW Retail Fueling Attends M-PACT Fuel & Convenience Tradeshow**

Smithfield, NC — OPW Retail Fueling, a global leader in fluid-handling solutions, exhibited at the M-PACT Fuel & Convenience Tradeshow, which was held from April 2-4 at the Indiana Convention Center in Indianapolis, IN.

"The M-PACT show annually brings together the leading owners and operators within the vibrant Midwestern retail-fueling market, which is what makes it a must-attend show for us," said Ed Kammerer, senior director, global product marketing for OPW. "This year takes on added significance as we showcase our new VSE Vent Transition Sump, which is the latest innovation within the E-Series product portfolio, the members of which have been designed to help optimize overall sump-system performance, cost-effectiveness, efficiency, safety and reliability."

The VSE Vent Transition Sump is the newest addition to OPW's growing E-Series Sump family. The VSE is an at-grade sump constructed with a fiberglass base and a powder-coated steel top. The laser-cut top features a lockable access hatch with field-tested water-shedding ability. The powder-coated and light color finish reduce heat absorption for enhanced service life. The tops are fully customizable and shipped with pre-cut vent-stack entries. Rigid Entry Fittings (REF) are included with the pre-cut sump top, with UV-resistant caps provided. The base is OPW's DSE Dispenser Sump model, which is manufactured using Sheet-Molded Compound (SMC) technology that creates sumps with consistent wall thicknesses and smooth walls inside and out. The Vent Stack Modular Rack System is constructed of rust/corrosion-resistant galvanized steel that can be configured in heights from four to 12 feet.

The other members of the E-Series family that were on display included the TSE Tank Sump, DSE Dispenser Sump and the Pre-Plumbed DSE Dispenser Sump. All of these models use the SMC manufacturing process to create units with consistently smooth and thick walls. This helps ensure easier bonding for entry fittings, which helps reduce the risk that leaks will develop or water intrusion will occur. The Pre-Plumbed DSE model is shipped to the retailer outfitted with factory-assembled and tested shear valves, entry fittings, stabilizer bars, flex connectors or NPT pipe nipples (Rigid Risers), and all elbows and tees. This allows for optimized installation times and cost, with minimal site downtime needed for installation.

Also at the show, OPW's hosts of The Fueling Station Podcast, Ed Kammerer and Jonathan Stong, recorded a new podcast episode. Known as the "Pod-troleum Guys," Ed and Jonathan bring a light touch and years of industry experience and expertise while discussing issues that are critical to retail-fueling professionals. Stong was also the lead presenter of the "Evolution of Underground Fuel Transfer & More" educational session.

To learn more about OPW Retail Fueling products and expertise, visit [opwglobal.com/opw-retail-fueling](http://opwglobal.com/opw-retail-fueling).

### **Canadian Tire Corporation and Petro-Canada Fuel New Adventures with Loyalty Partnership Launch**

Earn more rewards to redeem more frequently by linking Triangle Rewards and Petro-Points

CALGARY, AB and TORONTO, ON /CNW/ - Canadian Tire Corporation (CTC), Limited and Petro-Canada, a Suncor Energy business recently announced the details of their recently-launched Triangle Rewards and Petro-Points loyalty partnership. Together, the programs are providing more value and convenience to millions of loyalty members at more than 1,800 Canadian Tire Gas+ and Petro-Canada locations across the country.

Through the new loyalty partnership, Triangle Rewards members can earn Canadian Tire Money (CT Money) at Petro-Canada, and Petro-Points members can earn and redeem Petro-Points at Gas+. In addition, members of each respective loyalty program continue to earn existing benefits, including savings and rewards on fuel and other purchases.

By linking their Triangle Rewards and Petro-Points accounts, members maximize their benefits to earn both CT Money and 20 per cent more Petro-Points with each fuel transaction, convert Petro-Points into CT Money, and then redeem CT Money across CTC's banners, including Canadian Tire, SportChek, Sports Experts, Mark's/L'Équipeur, Party City, and more.

As previously announced, over 200 of CTC's Gas+ retail fuel network sites will be rebranded to Petro-Canada stations, while maintaining CTC ownership.

"Two leading reward programs are partnering so customers can 'spend once, earn twice.' By expanding Triangle Rewards to nearly six times as many fuel stations across Canada, our more than 11 million active Triangle Rewards members will benefit from the convenience of earning rewards at more locations, reinforcing CTC's Brand Purpose that We Are Here to Make Life in Canada Better," said Susan O'Brien, executive vice-president and chief brand and customer officer, Canadian Tire Corporation. "Triangle Rewards is a central component of our Better Connected strategy and this partnership with Petro-Canada is a key milestone in the evolution of our loyalty program."

"For nearly 30 years, the Petro-Points program has provided Canadians with exceptional value on fuel, convenience and carwash purchases, and we're excited to offer our more than three million active members opportunities to earn and redeem rewards even faster with CTC's Triangle Rewards," said Dave Oldreive, executive vice president of downstream, Suncor. "As Canada's most trusted fuel brand, this is a tangible example of how we continue to evolve and strengthen the Petro-Canada retail fuel network through strategic partnerships, an important part of Suncor's integrated downstream business."

### **Quynh Ha Joins NACS as Email & SMS Marketing Manager**

ALEXANDRIA, Va. — Quynh Ha has joined NACS as email & SMS marketing manager.

Prior to joining NACS, Ha was marketing manager for Bark social, where she oversaw all marketing programs for the fast-growing hospitality start-up with the pet industry. She also has served as digital marketing specialist for Crystal & Craft, where she developed marketing strategies for the wellness business.

Ha earned a B.A. in sociology with a minor in entrepreneurship for the University of Maryland, Baltimore County.



**National Carwash Solutions Unveils State-of-the-Art Facility in Barrie, Ontario**

Barrie, Ontario - National Carwash Solutions (NCS) proudly announces the grand opening of its cutting-edge facility in Barrie, Ontario. The inauguration ceremony brought together key leaders from NCS, distinguished representatives from the Barrie mayor's office, and esteemed members of the Barrie Chamber of Commerce.

NCS's new facility exemplifies the company's unwavering commitment to revolutionizing carwashing technology and fostering collaborative partnerships within the community. Designed with a focus on efficiency, operational excellence, and customer satisfaction, the facility is poised to set new standards for the carwash industry.

Jesse Wurth, CEO of National Carwash Solutions, expressed his excitement for the milestone, stating, "The opening of our state-of-the-art facility in Barrie marks a significant achievement for NCS and the carwashing industry as a whole. We are thrilled to utilize this cutting-edge space to drive innovation, empower our teams, and deliver unparalleled solutions to our customers."

Ward 2 Councillor Craig Nixon, representing the Barrie mayor's office, commended NCS's investment in the community and its potential to drive economic growth. "We are excited to be part of the opening of this amazing facility in Barrie and applaud NCS's commitment to advancing technology and creating opportunities in our city. This facility represents a testament to Barrie's position as a hub for innovation and business development."

Paul Markle, executive director for the Barrie Chamber of Commerce echoed his support for NCS's expansion and its positive impact on the local economy and remarked, "National Carwash Solutions' investment in Barrie underscores the city's attractiveness as a destination for industry leaders seeking growth and collaboration. We look forward to the contributions this facility will make to our thriving business community."

The grand opening ceremony is a celebration of progress and collaboration, marking the beginning of an exciting chapter for NCS and the carwashing industry in Barrie.



**RABBA**  
*Fine Foods*

**Rabba Fine Foods Partners with Uber Eats to Satisfy Any Craving, Any Time**

TORONTO – This spring, thanks to a partnership between Uber Eats and Rabba Fine Foods, Greater Toronto Area (GTA) residents have the option to order prepared meals, grocery items, fresh produce, or snacks seven days a week, 24 hours a day.

The partnership comes as a response to increased demand for convenience and delivery options throughout the GTA and gives customers the option to order full-service groceries and prepared meals any day and time of the week, including holidays.

"We want to be there for our communities, provide customers what they need and want," says Rick Rabba, president at Rabba Fine Foods. "Providing our neighbours and loyal customers with access to a wide variety of categories and options is part of our Rabba promise, whether they want to come in store or stay at home and let us bring the products to their door, we are here. We hope this partnership will give our long-time customers extra value. We also want to attract new customers and help give people more convenience and options when it comes to choosing where and how they shop."

This partnership marks the first time Rabba has expanded into the delivery space. The grocery and convenience chain operates 36 locations in the GTA. Rabba will be proudly servicing each of its Ontario communities including those in Toronto, Mississauga, Brampton, Oakville and Milton.

"We are thrilled to welcome Rabba to the Uber Eats platform to give GTA residents convenient access to essential groceries and prepared meals at the tap of a button, 24/7. We are investing heavily in the delivery business and continue to look for opportunities to expand selection for customers," says Klaas Knieriem, general manager of grocery and retail for Uber Eats in Canada.



**Mr. Gas Retirement**

The Mr. Gas retail fuel brand has a 52-year legacy in eastern and northern Ontario. Beginning April 8, 2024, the Mr. Gas brand, and its associated convenience store brand, began to disappear from the Canadian retail fuel market.

The network of stations and the Mr. Gas brand were acquired by BG Fuels in 2018. This retirement of the Mr. Gas brand represents the evolution of BG Fuels' retail fuel business and presents an exciting opportunity to provide the communities we serve with an enhanced consumer value proposition.

Mr. Gas customers can expect the same friendly service and the addition of Canada's leading PC Optimum loyalty program when the sites are rebranded to Esso or Mobil.

"Mr. Gas had a great run, and the BG Fuels team is proud to have played a part in the storied history of the brand, but an increasingly competitive landscape has led us to align our retail fuel business with Imperial's industry-leading Esso and Mobil brands," says Andrew Mackay, president of BG Fuels. "We thank all of our Mr. Gas customers for their patronage over the years and hope they will continue to allow us to meet their fuel and convenience needs after the sites are rebranded and refreshed."

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