

Convenience & Carwash

NOVEMBER | DECEMBER 2024

🍁 CANADA

CTC: A BREATH OF FRESH AIR IN THE TOBACCO MARKET

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Fall is Upon Us



Fall is upon us, and we're all anticipating that first snowfall—well, sort of. But as we move into the winter months, this is a great time for operators to reassess their policies and procedures regarding slips and falls.

Recently, I had the privilege of meeting Linda Buckhorn and Gina Seitz of BLF Canada, a group specializing in a wide range of insurance. This edition, we bring you the first in a series of educational insurance articles to ensure your site has what it needs to keep you, your staff, and your customers safe and insurance claims to a minimum.

Do you have a united team working in your store? How do you handle conflicts in your organization? Renee Boyda of Legacy Bowes presents comprehensive details on how to solve workplace conflicts.

The convenience store industry is still enjoying a pretty robust order/delivery and pickup market that appears to be growing. How does your store handle customer orders? Is your staff trained in the best customer service practices to ensure orders are handled with the utmost care so that your store continues reaping the rewards? We're pleased to present information from the experts in our *Third-Party Platform Deliver the Goods* article.

This edition also features a special article about the Entrepreneurial Spirit of Newcomers Report, which details newcomers' challenges with business ownership.

Convenience & Carwash Canada magazine strives to offer our readers a wide array of topics to quench their thirst for knowledge. We hope that as the season changes to colder weather, you find time to sit back with a hot beverage and enjoy everything this edition offers. 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 or call 204-489-4215.

Brenda Jane Johnstone PUBLISHER



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As someone brand new to the industry, this was a great tool for information and resources. It helped me feel less intimidated in an unfamiliar space and has energized me to keep pushing forward for the future of women in carwash. – **Mara Sanders** *Sonnys Direct*



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Excited, Enthusiastic, Exhilarated

I live in Ontario, where convenience store owners are excited, enthusiastic and possibly even exhilarated to finally be able to sell beer, cider, wine and ready-to-drink alcoholic beverages in their stores.

I've spoken with some convenience store owners and they all remain optimistic that, despite perhaps some initial confusion and challenges with the process of selling alcoholic beverages, this will be a good thing for business long term. Some are even considering it to be a possible life saver for the convenience store industry in this province.

They are saying their customers are happy to be able to purchase alcoholic beverages at the convenience stores and anyone I've talked to agrees with this sentiment.

Although it is still in the early stages, we decided to check in on the situation regarding alcoholic beverage sales in Ontario. Read the *Alcohol Sales in Ontario: How It's Going* article in this issue to find out more about how this new development is unfolding in the province of Ontario.

While alcoholic beverages are new to convenience stores in Ontario, tobacco is not. Tobacco sales have been important to convenience stores for a long time. The cover story for this issue takes a look at some interesting things that one company, CTC, is doing in an attempt to reinvigorate tobacco in the convenience store industry.

As we gear up for the 2024 holiday season, it's quite likely that customers will be coming into convenience stores to grab a bottle of wine for entertaining or celebrating with family and friends. While there, they might also pick up a gift card, gift, snack or other item so welcome them with a smile and remember to follow the rules and regulations regarding the sale of such items as alcoholic beverages and cigarettes.

The Alcohol and Gaming Commission of Ontario will continue to closely monitor the sale of alcoholic beverages in convenience stores with inspectors who will be paying attention to ensure that all responsible sale requirements are being followed. Keep the story a positive one by doing your part and doing it correctly and responsibly.

Angela Altass
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PUBLICATION MAIL AGREEMENT

No: 41670539
Return Undeliverable
Canadian addresses to:
Circulation Department
543 Borebank Street
Winnipeg, MB R3N 1E8

Funded by the
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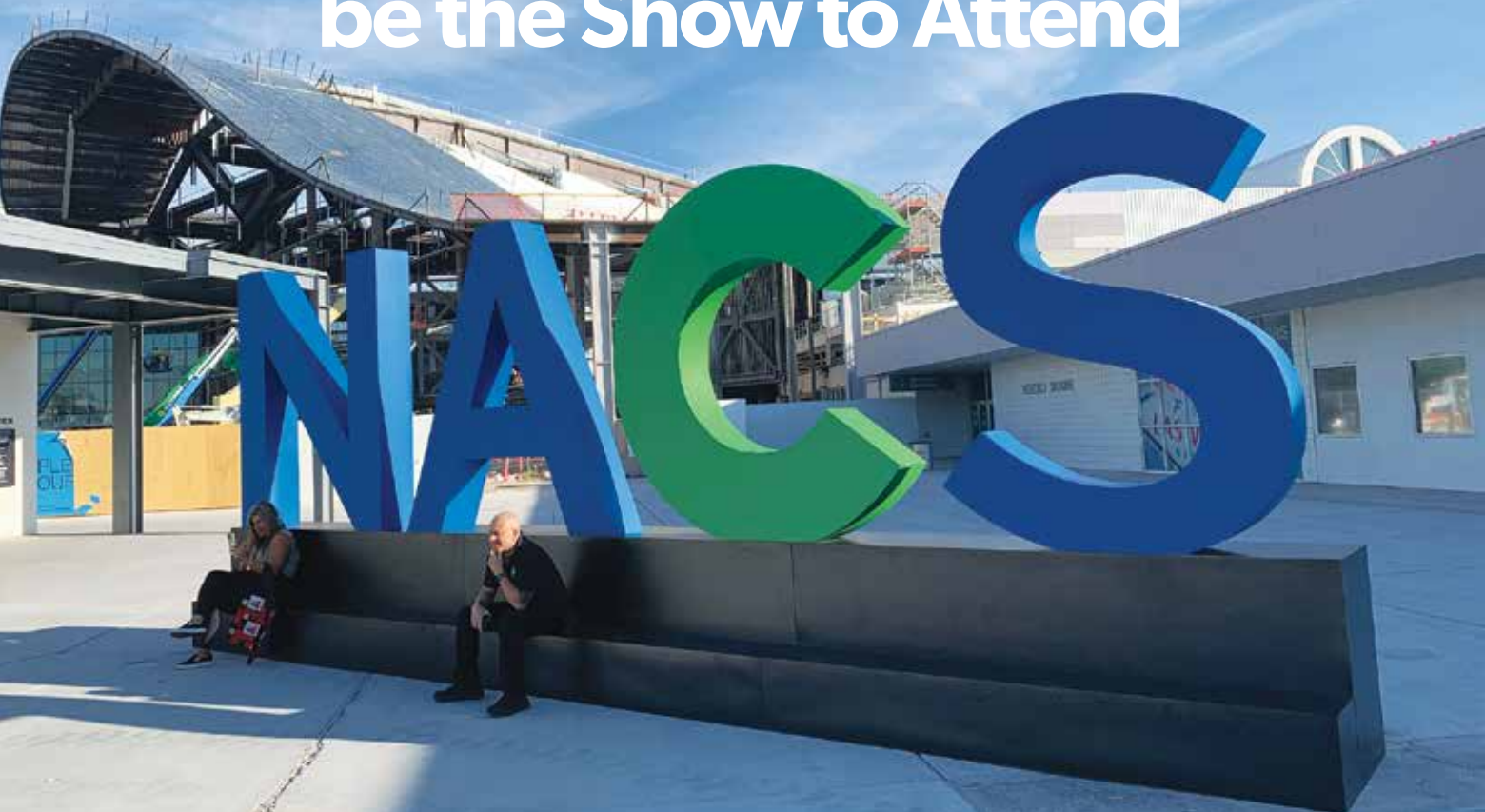
Canada



AWARDS



NACS PEI Proves Again to be the Show to Attend



By Brenda Johnstone

From nicotine pouches to crustless packaged sandwiches, from ice cream sandwiches to ready-to-eat breakfast, lunch and dinner options, the NACS/PEI show had it all.



Several companies showcased new, sleek dispenser designs and options.

The NACS/PEI 2024 show was, again, an event well worth the trip. Day one brought the excitement that only day one of any event can garner, and we weren't alone in our anticipation of what was to be revealed.

We weren't disappointed. As anyone who attends the NACS/PEI show knows, the first day is one of exploration: "Let's go see what's new in foodservice," because, let's face it, the smell of cooking pizza is what draws you in that first day. Foodservice this year tended to focus on fresh, hot and ready-to-eat products, including pizza, fried chicken, taquitos, sandwiches made fresh to order, and many of the packaged foods were focused on protein.

While the c-store is still a place to gas up and grab a treat, it's now more than just that snack craving that you'll find; instead,

consumers gravitate to healthier options that include fresh, fewer additives, higher protein and better-for-you products. There are still those decadent sweet and salty snacks too, but, again, many, including the bagged popcorn, include protein. There were protein drinks, protein bars, protein popcorn, popcorn candy and so much more.

Moving over to the technology area of the floor, I was pleased to see the many new options available to retailers for increasing traffic through new signage. Sleek, bright digital signage that lights up your branding and brings in customers. As a c-store operator, or retail fuel brand store, signage is key. A sign with burnt out lights, or cracks, fading etc. doesn't cut it in today's fast-paced ultra-competitive world.

This leads me to another hot topic, bathrooms. Bathrooms matter! About 10 years ago, *Convenience & Carwash Canada* magazine began a yearly editorial feature that showcased bathrooms. Let's face it, if you have to go, you have to go, but if this takes you to a location where the bathroom is messy and uninviting, that's the last thing you'll remember about that site. I spoke

with a few exhibitors who offer products to ensure operators have the latest, greatest dispensers, hand dryers and more. The team who we met from Total Restrooms were great to speak with and the array of innovative products they offered were beautiful.

Another aspect of the industry offered this year was more personnel training options. In this day and age, staffing is key to a strong business, and the more training operators can offer, the more those staff members feel valued. Spend the money, train your staff, and they'll stick around.

Digital checkouts are a continual discussion amongst retailers and consumers. According to a recent study hosted by NACS almost half of consumers (46 per cent) still prefer the personal touch, me included (57 per cent of these over the age of 65). I'd much rather have a live body checking me out and taking my hard-earned cash. A machine seems so impersonal and, let's face it, the machine doesn't care if you found everything you came in for. Half of those (29 per cent) preferring the personal touch of a cashier, were men, while those preferring self-checkout were women and those with no preference were at 25 per cent.

"Empower Independent Sites" was the focus from PDI Technologies with their

"CStore Essentials Scan Data & Loyalty" and their "Cstore Essentials Back Office technology." There is tremendous potential from being able to harness the information and technology we have to do something better and more transformational for the industry, stated Linnea Geiss, chief officer – PDI Technologies.

Coffee and coffee machines were, as always, big. With coffee being one of the top sellers at any convenience store, it bodes well for operators to stay abreast of these new trends. Gage Johnston, marketing manager, Franke Coffee Systems, stated that they were seeing a really big push in the convenience store channel for customization for multiple features on the machines, and personalization that customers really want in the convenience stores. Capturing customers preferences is really the focus going forward.

An interesting trend with coffee and coffee machines was the option of offering bean choices when choosing your coffee. Long gone are the drip coffee machines of another era, now consumers can choose the bean, the blend, and the milk option with their in-store coffee purchase.

Electric vehicle charging was another discussion during the NACS/PEI show,

where several companies showcased new, sleek dispenser designs and options. One conversation that I had was about adding EV chargers to carwash sites. When carwash sites offer vacuums on site, and there might be 20 or more on-site, why not add EV chargers? If customers are staying to vacuum, another revenue stream might be adding a pay-as-you-go EV charge to the vacuum lanes.

The carwash category offered new, refreshed designs, including the Belanger, Inc. Kondor Flight In-Bay Automatic Wash System, the new In-Bay Automatic Xpress Conversion model by PDQ LaserWash 360 Plus system, and the cost-conscious convenience-store vehicle wash chemistries by Turtle Wax Complete.

An exciting find at the show was cooler doors; who knew? KPS Global and Anthony Doors both showcased revolutionary cooler door technology. Sleek new designs that account for less hardware showing, lending more focus on bright, clean lines.

All in all, the NACS/PEI show proved that once again, even though you might feel that it'll offer the same 'ole, same 'ole, each year, it's well-worth the trip. I always find something new, innovative, interesting and don't forget tasty, at the show. **☑**

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By Linda Buckton & Gina Seitz

Slippery Business: How to Protect Your Store from Slip-and-Fall Claims





Accidents happen – but when someone slips, trips, or falls on your property, the consequences can be costly. Convenience stores and carwashes are particularly prone to these incidents due to heavy foot traffic, wet conditions, and winter hazards. Protecting your business requires more than good intentions – it takes a solid risk management plan, quick action, and proper documentation.

In this article, we'll explore a real-world scenario where a business was caught off guard by a slip-and-fall incident and share actionable tips to help you avoid similar pitfalls.

A Slip-and-Fall Case Study: What Went Wrong?

Imagine this: It's a cold morning, and a customer pulls into a convenience store to grab a coffee. On the way back to their car, they slip on a patch of ice in the parking lot and suffer a severe ankle injury.

While the store had hired a snow removal company, there were no snow logs to prove when the area was last cleared or salted. Worse, the snow removal contract had vague wording about who was responsible for maintenance and documentation.

With no solid defense, the store was forced to settle the claim – and its insurance premiums skyrocketed.

Liability 101: Are You at Risk?

1. Assist the injured person and seek medical help if needed.
2. Collect witness information and take statements from everyone involved.
3. Photograph the area and, if possible, the injured person's footwear.
4. Document the incident thoroughly – every detail matters in case of a future claim.
5. Contact your insurer immediately and refer any discussions with the injured party to them – never admit liability.
6. Investigate the cause and take corrective action to prevent similar incidents in the future.

Slip-and-fall incidents fall under occupiers' liability laws, which require businesses to take reasonable care to ensure visitors are safe. Whether it's a spill inside the store or a patch of ice

Was the hazard foreseeable?

- Did the business act quickly to address the issue?

- Is there proof of inspections and maintenance?

Without proper documentation and a clear maintenance routine, it becomes difficult to defend against claims – and you could be held legally liable.

The Cost of Not Being Prepared

The reality is that one slip-and-fall claim can disrupt your entire business. Not only can you face hefty legal fees and settlements, but your insurance premiums may also rise. In the case study above, the store's lack of documentation weakened its defense, leading to an expensive payout and a damaged reputation.

By taking simple precautions – like regular maintenance, clear documentation, and winter planning – you can stay ahead of these risks. Prevention isn't just good practice – it's good business.

Conclusion: Stay Safe, Stay Smart

Slip-and-fall claims don't have to be inevitable. By understanding your legal obligations and taking proactive steps, you can protect both your business and your customers. Invest in the right tools, maintain solid records, and be ready for winter challenges. When you combine good preparation with strong insurance coverage, you're well on your way to avoiding accidents – and the headaches that come with them. **■**

Linda Buckton, CIP, CRM, is a client executive in the Calgary office of BFL Canada Insurance Services Inc. Linda has been in the insurance industry for 20+ years at a commercial brokerage. Linda received her Chartered Insurance Professional designation in 2000 and also completed her Canadian Risk Management designation at the University of Calgary in 2002. She holds a Level 2 Agent license and is a Level 3 Adjuster in the Province of Alberta.

Gina Seitz is vice president, client executive with BFL Canada, Vancouver. She joined BFL Canada in 1989 when it operated under the name of Stewarts Insurance Services. She has worked in various areas of the organization that have included claims advocacy, management personal lines team and commercial lines insurance. She is currently working as part of the general industry commercial unit with her focus on client service in the health care industry.

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Third-Party Platforms Deliver the Goods

By Angela Altass

Whether it's snacks, foodservice, or groceries, Canadians continue to order items online for delivery or pickup.

DoorDash's Restaurant & Alcohol Online Ordering Trends 2024 report shows that 18 per cent of consumers are ordering more delivery compared to 2023.

C-stores often partner with third-party delivery platforms to offer this convenience to their customers. DoorDash's survey indicates that 54 per cent of respondents prefer third-party apps when ordering delivery.

SkipTheDishes announced an expansion to more than a dozen new cities this summer with enhanced restaurant and convenience delivery across Alberta, British Columbia, Manitoba, and Ontario.

"Supporting our ambition to deliver more of what Canadians want, we are thrilled to be bringing Skip's unparalleled convenience to even more doorsteps across the country," says Loraine Nyokong, head of local partnerships at Skip. "With this latest phase of our expansion, we're proudly strengthening our partnerships with local restaurants and small businesses nationwide, connecting them with loyal customers and bringing them more hungry demand through the Skip network."

Skip has been growing its grocery, retail >>



and convenience offerings across the country and is now available in more than 450 cities and towns across Canada.

An *Intouch Insight Third-Party Delivery Study*, released in September, provides insights, across restaurant and convenience store segments, into the performance of three leading food delivery companies: DoorDash, Uber Eats, and Grubhub. The study, conducted in partnership with Informa Connect Limited, highlights factors that influence customer satisfaction and the effectiveness of delivery operations for orders placed for made-to-order food from both restaurants and convenience stores.

“Our study reveals the continued importance of speed, accuracy, and overall experience in third-party food delivery,” says Cameron Watt, president and CEO of Intouch Insight. “As the delivery market expands, understanding these key drivers is essential for restaurants and convenience stores looking to protect their brand reputation and stay competitive.”

The report explores the differences between orders placed with both restaurants and convenience stores, providing actionable insights for operators in both segments. Orders placed with restaurants outperformed convenience stores in the evaluated metrics, with independent restaurant brands leading the way over chain restaurants.

The report states that delivery partners picking up meals from c-stores often

struggled to distinguish between pre-packaged snacks and made-to-order meals.

“Our report sheds light on areas for restaurant and convenience store brands to focus on to improve their performance in the third-party food delivery space,” says Watt. “Customers now have almost limitless options at their fingertips, so understanding the strengths and weaknesses of operations, including third-party providers, will be critical to ensure that brands are able to meet and exceed expectations in this ever-blurring food market.”

DoorDash emerged as the top performer in the Intouch Insight study. DoorDash’s 2024 trends report indicates that 51 per cent of consumers ordered food delivery in the past month while 66 per cent of consumers picked up takeout in the past month. Sixty-five per cent reported using food delivery for an urgent situation where they needed food last minute.

The report indicates that last minute delivery needs are slightly more common among men at 68 per cent, than women at 63 per cent and it’s more common for Gen Zers (19 per cent) and Millennials (18 per cent) than Gen Xers (nine per cent) and Baby Boomers (four per cent).

Fifty-seven per cent of customers ordered from a new store in Q1 2024 on DoorDash Marketplace compared to the stores they ordered from in Q4 2023 while there was a 19 per cent growth in same-store delivery orders.



DOORDASH

DOORDASH EMERGED AS THE TOP PERFORMER IN THE INTOUCH INSIGHT STUDY. DOORDASH’S 2024 TRENDS REPORT INDICATES THAT 51 PER CENT OF CONSUMERS ORDERED FOOD DELIVERY IN THE PAST MONTH



The report shows a 65 per cent growth in alcohol orders on DoorDash Marketplace in 2023 versus 2022 and 120 per cent growth in the low and non-alcohol beverages market over the past three years.

For 28 per cent of consumers, third-party apps are their preferred way to browse for food but Gen Z and Millennials are even more likely to use these apps than older people. Third-party apps are more frequently used than telephone orders.

Friday and Saturday are the most popular days of the week to order food delivery.

The most popular food orders on DoorDash Marketplace in 2023 were chicken dishes, sandwiches, pizza, sushi, and vegetable tempura. Breakfast meals from 5-11 a.m. saw 45 per cent growth year over year and orders between midnight to 5 a.m. grew by 36 per cent.

Forty-nine per cent of consumers in Quebec ordered delivery using third-party

apps two to four times in the past month. However, some of the respondents in Quebec favoured pickup over delivery because they happen to be near the restaurant (48 per cent), the fees are lower (38 per cent), or they can get the food faster (32 per cent).

Respondents to the DoorDash survey spanned a variety of ages, careers and income levels.

Convenience stores need to find ways to attract the attention of online shoppers. DoorDash advises prioritizing your online presence and ramping up marketing efforts to appeal to consumer needs. Boost visibility across third-party platforms and update your listings with keywords and high-quality photos. It also advises investing in durable, eco-friendly containers and utensils for food service orders and training staff to take care when packaging orders. **LD**



Pup Bath Waukesha GO: Happy pup enjoying bath time at new unit located at Blain's Farm & Fleet in Waukesha, Wisconsin.

A Comprehensive Guide to Self-Serve Pet Wash Stations: Features, Trends, and Business Benefits

By Meline Beach

With nearly 80 per cent of Canadian households owning at least one pet, demand for pet services is on the rise. According to Statista, Canadians owned an estimated 7.9 million dogs in 2022, making them the second most popular pet after cats.

As pet ownership increases in Canada, so does demand for convenient pet care options. Industry leaders, including All Paws Pet Wash, iClean Dog Wash, and Furever Clean Dog Wash, are meeting this need with innovative, easy-to-install, self-serve pet wash stations. These solutions are ideal for convenience and gas (C&G) and carwash retailers looking to attract pet-owning customers and boost revenue.

Features and Technology

Self-serve pet wash stations give businesses a practical way to address the demand for accessible pet care. These high-performance, low-maintenance stations are a user-friendly amenity for pet owners.

All Paws Pet Wash units, for instance, include ADA-compliant controls, temperature controls for heated water and heated interior, six wash cycles, a groomer-grade blow dryer, large basins, a double filtration system, and a vending machine for treats. “We

market to pet owners seeking convenience and affordability, as well as to business owners looking to invest in the pet care industry,” says Keith Caldwell, president of All Paws Pet Wash. The company, largely based in the United States, has a few locations in Canada, with plans to expand further north.

iClean Dog Wash emphasizes customer engagement, with 11- and 22-inch touchscreens that offer multi-language support and celebrity-voiced instructions. “The idea is to make dog washing enjoyable, both for the pet and the owner,” says Phillip Cooper, president and CEO of Dog Wash USA.

Furever Clean's K9000 model offers durability and ease of use. “Our stainless-steel stations are built for high traffic and can be installed indoors or outdoors,” says Evelyn Rutherford, director of Furever Clean Dog Wash Inc., whose stations include a two-speed variable dryer and an efficient hair-catching system that requires minimal maintenance, such as occasional refills and cleaning.

Various payment options, such as tokens, cash, credit cards, Apple Pay and Google Pay, accommodate diverse preferences. Customizable branding options allow businesses to integrate their visual identity with decals, LED-lit logos and laser cut LED kick panels with remote-controlled colours.

Installation and Maintenance

The design of pet wash stations makes installation and maintenance straightforward, requiring only water, drainage, and power connections.

“We provide self-serve dog wash stations that are affordable, efficient, and eco-friendly,” Caldwell says. “Our stations feature eco-conscious products and come fully assembled, requiring only water, electricity, and drainage hookups.”

Cooper adds that iClean Dog Wash units install easily with a cold-water line and a 110V outlet. For businesses in colder climates, insulation options are available to support year-round operation.

Maintenance is minimal. Furever Clean suggests cleaning drain traps twice a week and wiping surfaces to keep units in top shape. Similarly, iClean Dog Wash units require routine cleaning of a triple hair filter and occasional polishing with a stainless-steel cleaner.

User-friendly maintenance guides, demonstration videos, and customer support help business owners keep their stations running smoothly.

Market Trends and Customer Demand

With more Canadians prioritizing pet

wellness, convenience stores, gas stations, and carwashes are incorporating pet wash stations to generate revenue. With pet ownership rising and consumers seeking high-quality, accessible services between grooming appointments, this market is expected to grow steadily.

For example, Klassic Car Wash operates two year-round self-serve pet wash stations in Barrie and Wasaga Beach, Ont. “Pet owners need a dedicated spot to wash their dogs, which is why we added the pet wash,” says Shiv Mehta, executive assistant at Klassic Car Wash. “We recognized the demand in our area, particularly with many pet owners nearby.”

“The pet wash station is just as busy as the bays are for cars and boats,” says Walker, who sees an average of 10 dogs a day. In an effort to appeal to a more respectful clientele, Walker raised his prices from \$3/5 minutes to \$5/5 minutes and upgraded features, such as a new heated pet air dryer hose, epoxy flooring, and anti-slip Seadek on stairs and in the tub. He also changed the hours of operation from 24/7 to 6 a.m. to 11 p.m. with an automatic door locking system. Walker cleans his pet wash station two to three times daily and added a sign for customers to take their

garbage, which has reduced his waste collection, prevented vandalism and deterred garbage picking.

Profitability and Return on Investment

Many businesses report a return on investment (ROI) within 18 months or less. Klassic Car Wash, for instance, saw costs recovered in about a year. Mehta advises other C&G retailers considering a pet wash station to assess local demand and develop a solid marketing plan.

Cooper highlights the additional revenue generated by pet wash stations. “We see strong interest from carwashes, gas stations, and retail spaces looking to diversify services,” he says. The operating cost for a 10-minute wash is about \$1.20, with businesses charging between \$10 and \$40. “Pet parents wash their dogs twice a month between grooming appointments,” Cooper adds. “With groomers in short supply, owners of our dog washes report increased traffic, and dog owners spend more money during each visit.”

Cooper highlights the ease of upselling additional products. “Most businesses see customers spending another \$15 or more per visit on things like dog treats or toys,” he notes. The quick ROI and minimal >>

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Fredericktown, MO: Double kiosk "Dirty Paws Pet Wash" located in Fredericktown, Missouri.



Sunshine Pet Wash ON Canada: Single kiosk "Sunshine Pet Wash" located in Orillia, Ontario, Canada

maintenance make these stations a smart long-term investment.

Many suppliers offer financing options for retailers interested in testing the concept. "We work with companies like Ascentium Capital and NewLane Finance," says Cooper. All Paws Pet Wash also offers financing through Gordon Flesch Company, Inc.

Marketing and Customer Engagement

Effective marketing is crucial to attracting pet owners. Furever Clean and iClean Dog Wash both offer tailored strategies to help retailers boost visibility.

Rutherford recommends collaborating with local shelters or hosting pet-friendly events to raise awareness. "Businesses can hold free wash days, which build community relationships and encourage repeat visits," she says. Social media is also vital for driving new customers.

Cooper suggests LED signage and sandwich boards to catch the attention of passersby. "One of our customers averages 60 dogs per day with two units," he shares, emphasizing the importance of visibility.

Caldwell recommends leveraging social media as a powerful way to boost awareness and connect with your community. "It's an excellent tool for engaging with customers and building relationships," he says. "Use it to promote your dog wash with content like tutorial videos on how to use the station, and photos of happy pets and satisfied customers."

Walker leverages social media, such as Facebook and Google ads to promote his pet wash station. He also appreciates positive Google reviews, which serve as excellent word-of-mouth promotion. The launch of a customer loyalty program, with a 10 per cent discount offering on reloadable cards, also encourages repeat business.



Auburn, AL: Single kiosk "Express Pet Wash" located in Auburn, Alabama

The Future of Pet Wash Stations

Self-serve pet wash stations offer a profitable and practical solution for C&G retailers aiming to diversify their service offering and attract pet owners. With customizable designs, easy installation, and minimal maintenance, these units are ideal for C&G retailers and car washes.

Cooper is optimistic about future innovations, noting that new software features will continue to enhance user experience. "We're constantly updating our models to keep them state-of-the-art," he says.

Investing in a self-serve pet wash station can increase revenue and build stronger relationships with pet owners, ensuring customer loyalty and profitability. **■**

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.mlbcmmms.ca.

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Core-Mark's Innovative Offerings

Product Innovation & Trends

1. What trends are driving innovation in confectionary, snack, and retail beverage for C&G retailers?
 - Innovation in confectionary –grab & go convenience packaging options for immediate consumption.
 - Innovation in confectionary and snack –“better for you options”, focusing on consumer health and wellness. Ex: High protein content, plant-based alternatives, clean ingredient deck, lower calories and sugar content
 - Innovation in all categories through sustainability – eco-friendly packaging, fair trade sourcing, locally sourced options to reduce environmental footprint and support local vendors.
 - Innovation in retail beverage –functional beverage for performance and wellness (added protein, nootropics for mind/focus, etc.)
2. Are there any emerging consumer preferences that have influenced the types of products you offer?
 - Consumers are making intentional decisions of the products

they consume They are looking for health benefits such as fiber, protein, nootropics, etc. in their consumption. They are looking for a cleaner label to remove additives and preservatives from their diet. They are looking for a lighter environmental footprint on packaging and sourcing, this making portable snacking a convenient option which meets their on-the-go lifestyle.

Core-Innovation National Auto-Ship Program

3. How does a subscription to your First to Market National Auto Distribution Program work, and what makes it unique for C&G retailers?
 - We have a significant amount of independent retailers who are craving for the latest and greatest innovation products to set their store apart from their competitors in the race to be “first to market”. Members of the program get first access to innovation items, before they are open inventory to non-members. With retailers trying to focus on customer service, and store operations, this program enables them to rely on Core-Mark's strategic expertise on

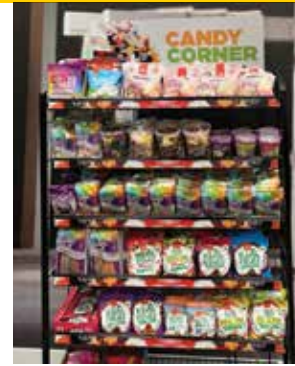
deploying innovative items in a timely manner to make them stand out as a leader in the C&G channel.

4. How do you select the innovative products that become part of your First to Market National Auto Distribution Program?
 - There are numerous stakeholders involved in making this program a success. Our team works collaboratively with our vendors partners to learn about their upcoming innovation and communicates it internally with other stakeholders to ensure a seamless execution of the program from conception to completion.
5. What benefits do retailers gain from subscribing to your program rather than sourcing products independently?
 - By relying on Core-Mark's expertise. We take the lengthy process on ourselves to source innovation items, curate a program and selling material, therefore, allowing them to focus on their store operations and customer service.



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

CORE-MARK WORKS CLOSELY WITH THE VENDOR PARTNER TO ENSURE PRODUCT IS AVAILABLE FOR THE AUTO-SHIPMENT TO TAKE PLACE.



6. How frequently do you update the product selection, and how do you communicate these updates to your subscribers? Do they have the option to purchase these new items or are they automatically delivered?
 - Product selection is updated on basis of innovation availability and consumer demand
 - Our marketing team curates selling material to support the communication of the innovation item that will be launched that month. Product images, attributes, pack/size, etc are shared with our retailers so that they know exactly what to anticipate.
 - Participation in the program results in retailers receiving automatic shipments of the innovation items.

7. What challenges do you face in distributing innovative items to C&G retailers, and how do you overcome them? E.G. delivery delays (offshore or local, etc.)
 - Core-Mark works closely with the vendor partner to ensure product is available for the auto-shipment to take place. Sometimes logistic challenges arise, and our team is able to navigate through those challenges by working closely with our vendor partners and our internal teams.

8. Can you share any success stories from retailers who have seen significant sales growth or customer engagement through your subscription program?

- Based on our insights, this program has been a driver for retailers who want to be competitive in the race to be first to market for innovation in the C&G channel, and this is also evident by our growing member base for the program.

Retailer Value

9. How do your offerings help retailers stand out from competitors in the C&G space?
 - In addition to our Core-Innovation National Auto-Ship Program, our retailers are able to leverage our value-added marketing material and planograms to position trending products strategically in the store.
 - Core-Mark curates racks with value-added merchandising which are relevant to today's consumer preferences and trends.
 - Core-Mark created a Global Snacks rack, which showcases an assortment of the top selling snacks from around the world with a heavy weighting on South Asian products including the best selling brands Haldiram's salty snacks and Britannia cookies in the individual and larger format sizes. These iconic brands are globally recognized for taste and quality.

- Core-Mark created a Candy Corner rack which has an assortment of top selling candy products for all ages.
- Core-Mark created a novelty rack called Kidz Zone, which has an assortment of novelty candy items for kids of all ages.
- All of the racks come with eye-catching point of sale material such as header cards and shelf strips, etc to make the racks stand out and draw in consumers, and to increase impulse buy and create revenue opportunities for the retailer.

Future Outlook

10. Are there any upcoming trends, product innovations or new categories that retailers should be paying attention to in the next 1-2 years?
 - Core-Mark is a one-stop store solution when it comes to servicing our retailers. We not only are on-trend with categories such as confectionary, snack, and retail beverage, but we are also leaders in the fresh and foodservice space, which is a massive growing appeal in the C&G channel. Core-Mark's goal is to make your store a food destination. 🍫

Dry Cars Impress Carwash Customers



“When customers drive away from a carwash, they expect to see a dry vehicle, particularly a dry windshield and a dry hood,” says Kyle Martin, sales manager, Oasis Car Wash Systems.

By Angela Altass

OPTIMIZING THE CARWASH EXPERIENCE THROUGH ADVANCED DRYER SYSTEMS

Some customers won't get out of the vehicle before they get home or to their next destination, so the only areas they see are the windshield and hood, notes Martin. Some customers will pull off to the side after their wash to vacuum or to look their car over.

“If the wash they paid for includes a dryer, they expect to get what they paid for; a clean, dry vehicle,” says Martin. “If you can provide a clean, dry vehicle every time customers come through your carwash, they will continue to visit your location. One of

the interesting things regarding carwash dryers that we do as a company is what we call our Eclipse Dryer system. It can run in tandem with our i5 soft-touch machine, our Typhoon touchless machine, or our XP touchless machine. We call this our in-bay tunnel, and it requires a bay of a minimum of 60 feet.”

With the Oasis in-bay tunnel, the first half of the bay is dedicated to wash equipment. In the middle of the bay there is a divider door that separates the wash equipment from the dryer, keeping the dry bay area dry.



AVW MAT BLASTER OFFERS A FAST AND POWERFUL CLEAN FOR FLOOR MATS, BOTH LARGE AND SMALL. IT IS A GREAT WAY TO ADD VALUE TO THE VACUUM SECTION OF YOUR CARWASH.

“Once the wash is complete, customers drive forward into the dryer bay,” says Martin. “Once their vehicle is in position within our electronic scanning and positioning (ESP) system, they put their vehicle in park, just like they would for the wash bay. The dryer then begins to move back and forth over the vehicle on our rack and pinion rail system. It moves from front to back and back to front, giving a consistent dry every time. It takes the customers out of the equation, not requiring them to drive slowly through a timed, stand-alone dryer, and allows them to just leave their vehicle in park while the dryer works.”

Upgrading the dryer system can be a great renovation for a carwash site, says Martin, who recommends exploring the various options available before choosing a new system.

“There have been many changes in

technology over the years,” notes Martin. “So, take the time to do your research and talk to different manufacturers about their products.”

There are a number of service models in the vehicle care industry, says Cheryl Ehmen, chief executive manager, Aerodry Systems.

“You need to know and use proper customer service tools to sustain and grow your business,” says Ehmen. “Dryers typically get blamed for the quality of the wash. The truth is, it takes a collaborative effort to deliver a clean, dry car in a timely, cost-effective manner to a satisfied customer. Nearly all of the customers descending on your wash look forward to spending minimal time on a mundane chore.”

For repeat customers, small annoyances of poor service build up over time, says Ehmen.

“No matter how well established your business is, you cannot grow if your customers are either not happy or if the services they need are not being provided,” says Ehmen. “As the carwash industry continues to evolve, so do the technologies that support it. The most exciting advancements in the field of carwash dryers are not limited to the dryers themselves but are part of a broader, more cohesive approach with other carwash components. One area of development that stands out is the improvement in chemicals and application methods used in the washing process. New chemicals, and the application methods of those chemicals, hopefully improve vehicle cleanliness while increasing the ability of the dryers to remove properly treated rinse water. In other words, better pre-drying processes lead to more efficient drying, reducing the number of blowers >>



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needed to achieve an optimal clean, dry, and shiny result.”

Dryer equipment features have also become smarter as well as more effective and efficient, says Ehmen.

“These include better nozzle construction and airflow management, which help optimize the drying process,” says Ehmen. “The result is a more efficient system that can dry vehicles faster and more thoroughly.”

Blower nozzle customization has been trending, says Dylan Seton, marketing coordinator, A.V.W. Equipment Co. Inc.

“There are many options to get the nozzles closer and pointed in the right direction, including nozzle extensions, angled nozzles, and pivoting nozzles,” says Seton. “For dryers, blower placement is just as important, or more so, than horsepower.”

A.V.W. Octa Square blower arches allow for more efficient placement of blower producers to improve dryer results, says Seton.

“There are more angles in the arch compared to a typical square arch, giving the

option of a more calibrated dryer set up,” says Seton. “Our new AVW Mat Blaster offers a fast and powerful clean for floor mats, both large and small. It is a great way to add value to the vacuum section of your carwash.

Strategic placement of the nozzles is important, notes Cody Schmidt, vice president of sales, Premier Touchless Drying.


“The first factor we look at when we talk with end users is nozzle orientation,” says Schmidt. Premier recently launched its Evolution Series with oscillating and flip nozzle options and Schmidt says there will be more options rolling out in the near future.

Schmidt also notes that there are many new products coming to the vacuum market, such as air dryers for dashboards and various detailing products. Premier recently integrated new motor systems into its stand vacuums.

“We continue to evolve,” says Schmidt. “That’s why we came out with the new Evolution blower system. We are also trying to bring to market options that help

operators with energy efficiency. We are currently rolling out our new air gate product that allows the motor to still run but not at full speed to save on electricity. When a car approaches underneath it, the air gate opens to let the blower run at full operational speed. That is a big milestone for Premier.”

Self-serve is often the forgotten part of the carwash industry, comments Keith Lutz, vice president of Kleen-Rite Corp., recently announcing Kleen-Rite’s acquisition of fragrance and vacuum machine manufacturer Framagramatics. Kleen-Rite will now offer the full line of Framagramatics fragrance and vacuum units while continuing to carry repair parts and accessories.

“Not only does the acquisition give us the ability to provide product and continuity to that line, it also provides an opportunity to help the self-serve segment by making sure the product continues to be available,” says Keith Lutz, Kleen-Rite vice president. “We want to position ourselves to champion the self-serve segment.” 



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By Sam Horstmann

Things To Consider When Choosing An Aboveground Storage Tank

An aboveground storage tank (AST) is a container placed above ground level that is essential for the safe and efficient storage of various liquids such as water, chemicals and fuel. This article will highlight some of the different types of aboveground storage tanks, general industry applications, and carwash industry applications, as well as a guide for choosing the right aboveground storage tank for your needs.

Aboveground storage tanks are typically made of carbon steel, stainless steel, polyethylene, or fiberglass-reinforced plastic (FRP). They come in either vertical or horizontal orientation and can be anywhere from five gallons to millions of gallons.

Given the extreme variety of aboveground storage tanks, they can be used across various industries for thousands of different applications. Some of the most common applications are:

- **Fireguard Tanks:** These tanks feature lightweight concrete insulation that provides superior fire resistance and thermal protection. They are ideal for industrial storage where fire risks are prevalent and offer a high level of safety and reliability.
- **Flameshield Tanks:** These tanks have double walls of steel, ensuring robust containment and leak prevention.



Above ground UL 2085, Fireguard tank



Above ground UL 142 Flameshield tank



Above ground U Tanks L 142



Above ground tank



Chemical, Polyethylene tank

- Dual compartmentalized designs allow for the safe storage of multiple liquids in one tank, reducing the risk of cross-contamination. These are ideal for any applications involving fuel distribution and industrial processing.
- **Single-Wall Tanks:** These tanks are constructed with a single wall of carbon and meet UL142 design requirements and standards for storing flammable and combustible materials.
- **Water Tanks:** These tanks are specially designed for potable and non-potable water storage with designs that ensure compliance with health and safety applications. They can be manufactured from steel, polyethylene, or fibreglass
- **Chemical storage tanks:** These tanks, made of steel, polyethylene, or fibreglass, are ideal for storing bulk

quantities of corrosive and non-corrosive chemicals.

Several factors should be considered when deciding the right type of above ground storage tank:

- What product will be stored in the tank?
- Does the tank need to maintain any pressure?
- What is the risk if the tank leaks?
- Are there any governmental regulations to consider for the desired applications?
- How many years will the tank be in service?

A final note: When you are choosing an aboveground storage tank for your needs, it is essential that you partner with a manufacturer you trust. Mass Tank has provided customers in the carwash

industry with aboveground storage tank solutions that separate waste oil and water, store chemical or cleaning solutions, and water storage systems. **C**

Sam Horstmann is the current vice president of operations at Mass Tank. He has been in the tank industry for over 10 years. His current role enables him to focus on business development, including sales and working with the marketing team to develop go-to-market solutions. In addition, he enjoys driving operational efficiency within the organization and developing new relationships with potential customers. His favourite kind of tank is a UL 2085 Fireguard! If you would like to contact Mass Tank, visit www.masstank.com for more information.



By Ed Kammerer

Understanding the Importance of Retail-Fueling Installers and Service Providers



In our final “Forecourt Insight” article of 2024 (where has the time gone?), we’ll take a return trip to our fictional retail-fueling business in Caronport, Saskatchewan, just west of Moose Jaw. As you’ll remember, our last article focused on the importance of building a strong distributor partnership. As we said, a good, experienced distributor can not only share tribal knowledge about the market but also offer a number of other benefits to the business, including having a ready supply of equipment on hand should the operator need it.

So, now that you’ve identified your distributor – one that is hopefully an OPW Retail Fueling supplier partner – and placed an order for the systems and equipment that will outfit your retail-fueling business, what’s next?

Time Is Money

The answer is the same whether you’re knocking down and rebuilding a site, known as a KDR, or building a brand new site on a shiny new corner that is new to the industry, or NTI, according to the accepted vernacular. You must contract with an installer that will be responsible for placing the components in your new or rebuilt site.

The first consideration here is also the most obvious: Find one with a proven reputation of getting the job done. The best petroleum-equipment installers are those that are true pump-and-tank contractors and not someone that only dabbles in the industry while focusing on other types of projects. In other words, not everyone with a backhoe can build a station, so you don’t want an installer that is doing guesswork.

The result of that can be a site, most notably, with leaks in the dispensing or containment systems and where water can get in, gasoline or diesel can get out, which opens the door to a whole slew of potentially negative consequences.

Concurrently, the installer should be certified by the manufacturer and supplier of the systems and equipment that will be installed, along with possessing a staff that is up-to-date and in compliance with all provincial training certificates. Proximity to the building site is also important because some of the equipment may be shipped to the installer, which creates ready access to the stocking depot, as well as replacement parts should anything break or go missing during construction.

The second major consideration harkens back to an old aphorism attributed to Benjamin Franklin: “Time is money.” Whether you’re building new or remodeling an existing site, there’s no getting

around the fact that it can take anywhere from six weeks to six months to get the business operational. If it’s an NTI build in a fresh location, the level of urgency to get the site up and running is a little less since the “Coming Soon: Caronport Gas-N-Go” sign positioned at the corner of the lot can even help build excitement in the anticipation that a new business will soon be operating there.

However, if the site is being remodeled, every day that it is shuttered creates an opportunity for loyal customers to identify an acceptable alternative. Since human beings are creatures of habit, if a driver starts frequenting a new retail-fueling business while his typical one is shuttered, he or she may grow an affinity for the new place and not return to the old one after it reopens. Therefore, while there are undeniable hard costs associated with being closed while the remodeling takes place, an elongated construction window can lead to the >>



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incurrence of additional costs. So, quicker is better.

A final consideration is something that the people of Canada have no real control over: The weather. Sure, the summers are great, but you never know when that first debilitating cold snap or snow-and-ice storm will hit. Having the ability to get the installation completed within the nice-weather window is also a skill that good installers possess.

At Your Service

Once the site has been built or remodeled and the drivers are flowing in, the next crucial consideration arises: Identifying and partnering with a reputable service provider. Keep in mind that some installers also employ a service department so you may have a one-stop-shop option. Concerning overall fuel-site service and maintenance, as we've noted in these pages in the past, retail-fueling operators usually take one of two approaches to servicing and maintaining their sites: 1) proactive or 2) reactive, i.e., stay ahead of the service curve through preventative-maintenance schedules and regular service checkups or wait until a piece of equipment fails and then replace it.

We, of course, highly recommend option No.1, but how can you be "successfully proactive?" Again, gauging the experience and reputation of the service provider is paramount. Here the "time is money" mantra is again relevant. Simply put, retail-fueling sites that are subject to chronic "bag on nozzle" syndrome will not be successful. Therefore, the best service providers are those that can respond quickly, confidently assess the situation, and remedy it with a minimum amount of downtime.

It is also important to schedule regular service visits; relying on a driver to tell you that a fuel nozzle is leaking is a no-win game. For instance, if, while on a scheduled service call, the technician notices a leaking nozzle, he or she can test the other ones to make sure that they are operating properly or may be close to failure, at which point they can be replaced proactively. This can also be another safeguard against cold Canadian winters since no one wants to deal with a malfunctioning nozzle while standing outside in a blizzard with -40°C wind chills.

As technology advances, the best service providers will also be in a position to take advantage of it. This includes using sophisticated online tools that enable call allocation through GPS. This allows service calls to be responded to faster, which can lead to a quicker resolution of the problem with minimal downtime incurred.

Conclusion

All drivers are just looking for a clean,

efficient, reliable and safe fueling experience. Fuel-site operators, whether single-site owners or multi-site veterans, can help ensure the effectiveness of the fueling experience by turning to installers and service providers who are educated, skilled and masterful technicians with a true commitment to the retail-fueling industry. While it may appear simple to run a retail-fueling operation, you're dealing with systems featuring many different types of hydraulics and electronics – and hazardous liquids – which means you need support from people who know the ins and outs of the business and can respond quickly and reliably to mitigate any challenges. That is the true importance of experienced and competent retail-fueling installers and service providers. ■

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. For more information on OPW, go to opwglobal.com.





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Conflict in the Workplace

Workplace conflict refers to disputes that arise between coworkers.

By Renee Boyda

Conflict is a natural human tendency, and negative interactions can be reduced and resolved with some effort from all parties. However, when conflict becomes disruptive to your business or starts affecting other employees, it can become a huge problem.

Workplace conflict affects morale, productivity and employee retention. It can also be a cause for increased employee absenteeism and a poisoned workplace culture. If not managed quickly and effectively, it can permanently damage relationships between employees and leadership and become a huge waste of time and resources. It can also be viewed as a failure of management, giving the impression that employees are not a priority. In a smaller business, where each team member relies heavily on each other, conflict in the workplace can take a massive toll.

Workplace conflict can come from a variety of sources. Most often, workplace conflict stems from perceived inequality, contrasting work styles, communication preferences, personality differences, cultural and diversity differences, unclear job roles or management expectations, limited or scarce resources, resistance to organizational change, leadership styles, discriminatory practices (intentional or unintentional), or poorly worded (or completely absent) company policies. Finding out the source of

your workplace conflict is essential to resolving it.

To resolve conflict in your organization, follow these key steps:

1. Act immediately. Do not wait for conflict to end, it will just fester. As soon as you are aware of conflict get involved.
2. Recognize that conflict is normal. It happens and will continue to happen wherever people interact with one another. As a manager you need to be prepared to handle it. Develop your conflict resolution skills to allow you to properly address conflict when it happens.
3. Encourage open communication. Listen to all sides of the conflict and ask questions for clarification. You need to understand the core of the conflict. Create a safe space where employees can feel comfortable sharing their concerns without fear of reprisal.
4. the best way to handle the conflict, such as facilitated discussions, coaching, or mediation.
5. Look for win-win solutions, and do not take sides. Focus on mutually agreeable solutions. Encourage collaborative problem-solving.
6. Lead by example and model desired behaviours such as active listening and problem-solving.
7. Promote a respectful culture and set clear expectations for workplace conduct by developing a robust respectful workplace policy and reporting procedures. Ensure that this policy is reviewed with each employee and manager and is a part of the orientation process for new hires.
8. Provide training on respectful communication and handling workplace conflict effectively.

9. Eliminate ambiguity in job roles and management expectations by ensuring that job descriptions are up to date and by having regular performance management meetings and reviews.

As mentioned, if not resolved quickly, conflict can quickly lead to more extreme behaviour like harassment or bullying. A manager needs to be able to tell the difference between the two. Workplace conflict harassment and bullying differ in several key aspects:

1. Power imbalance – Conflict happens between people with equal power, but in harassment or bullying, one person attempts to exert control over another.
2. Level of intent and repetition of behaviour – Conflict is often a single event without malicious intent, whereas bullying is intentional and repeated behaviour aimed at humiliating, offending, or intimidating someone.
3. Willingness to resolve the situation – In conflict, there is a willingness to resolve the situation. With bullying behaviour, there is often no interest in seeking resolution.

Subtle signs of workplace bullying can be challenging for a manager to pick up on. Some behaviours to watch for are providing incorrect or withholding information, excessive or persistent criticism of someone else's work, delaying or sabotaging someone else's work, and isolating someone from social events or meetings. A manager needs to know the difference between conflict and harassment or bullying. Employers are required by law to handle harassment and bullying as set out in the legislation of their jurisdiction, including occupational health and safety legislation, federal or provincial legislation and human rights legislation.

If you need any assistance with conflict in your workplace, require a policy, mediation or workplace investigation, don't hesitate to get in touch with us at Legacy Bowes. **CB**

Renee Boyda is a human resources consultant with Legacy Bowes. Renee is a CPHR Candidate, received her Bachelor of Arts in Sociology from the University of Manitoba, and received both Human Resource Management and Management Development Certificates with Honours from Red River College. Renee is focused on building HR structures and processes to create consistency and fairness in workplaces across Canada. Renee is a proud Metis, with over 12 years of human resource experience in both union and non-union environments. She can be reached at (204) 947-5525.



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CANADA



By Roshan Jhunja

Newcomers Embrace Entrepreneurship to Shape Their Future in Canada

Whether offering a service, opening a restaurant or setting up a convenience store, starting a business takes courage, drive, and a willingness to take risks.

These attributes are also shared by new immigrants who are willing to leave behind their familiar past in order to build an unknown future in Canada.

Passion and work ethic alone, however, aren't enough for newcomer entrepreneurs looking to build and scale their businesses. They need financial support, affordable real estate, mentorship and help navigating unfamiliar regulations in a new country. Their ambition to grow and create jobs needs to

be fully supported to ensure their entrepreneurial goals become reality.

Consider the critical importance of entrepreneurship on the Canadian economy: According to Statistics Canada, in 2022, small businesses made up 98 per cent of all employer businesses in Canada, and employed 10.7 million individuals, which is almost two-thirds of the country's total labour force.

When it comes to entrepreneurship,

newcomers stand out. They are nearly twice as likely to increase their workforce and 68 per cent plan to expand compared to only 47 per cent of long-term Canadian business owners. These findings are from Square's landmark *Entrepreneurial Spirit of Newcomers Report*, which reveals how owning a business is transformative for the vast majority of newcomer entrepreneurs. Not only does it help them secure financial stability and build meaningful careers, but it also accelerates their sense of belonging in Canada. More than that, newcomer entrepreneurs enrich the communities they serve.

Take Gabriela Rivera Chang, for example, who launched Rituales Holistic Wellness Clinic in Montreal with the goals of maximizing her earning potential, building a fulfilling career, and helping her community. Rivera Chang's desire to support others extends to hiring fellow newcomers and helping them find their footing in the country, while also building a diverse and resilient team.

Yet the road to success isn't without its hurdles. More than half of newcomer entrepreneurs face difficulties accessing

"ENTREPRENEURSHIP ACCELERATES A SENSE OF BELONGING FOR NEWCOMERS, HELPING THEM SECURE FINANCIAL STABILITY AND ENRICH THEIR COMMUNITIES."



funding or capital, and many struggle to find affordable commercial space. Regulatory challenges further complicate their efforts to grow.

When Fabiana Del Bianco, co-owner of Padaria Toronto, arrived from Brazil, she had to navigate an unfamiliar regulatory landscape—understanding permits, securing real estate, and essentially starting from scratch. Despite these obstacles her bakery has flourished, contributing to Toronto's culinary scene while also showcasing the resilience of newcomer entrepreneurs.

It's clear the impact of entrepreneurship cannot be overstated. Before starting their businesses, over a third of newcomers reported dissatisfaction with their work, and one in four felt underemployed.

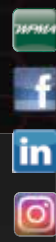
By turning to entrepreneurship, newcomers aren't just creating success for

themselves—they're driving the economy forward while bringing innovation, dedication and resilience along with them.

As the report makes clear, while newcomers have the ability to turn challenges into opportunities, they face specific obstacles that hinder their potential. At critical junctures in their entrepreneurial journey, newcomers deserve dedicated support that can ensure their businesses not only survive but thrive. **■**

Roshan Jhunja is head of business solutions at Square. Jhunja has an extensive background in quantitative finance and investment banking, bringing a unique perspective to retail technology. At Square, he has been instrumental in empowering businesses of all sizes, providing them with innovative hardware and software solutions.

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LADIES' LUNCHEON: Riley Gaines

Riley competed and tied with trans-identifying male swimmer, Lia Thomas, at their NCAA championships. Since directly experiencing the injustice of allowing men in women's sports, Riley has been outspoken on why this issue is blatantly unfair and harmful to females in so many ways.

Riley Gaines is a graduate from the University of Kentucky where she was a 12x NCAA All-American swimmer.

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CTC Offers Breath of Fresh Air in Tobacco Market



CTC is a feel-good story about a Canadian tobacco company that is succeeding in a difficult market, says National Sales and Marketing Director Stéphane Bouchard.

“We are very good at what we do and our product is excellent,” says Bouchard. “We are a 100 per cent Canadian tobacco manufacturer. We sell cigarettes.”

Although tobacco is a fragile market, CTC, also known as Century Tobacco Company, is seeing success by lowering prices and increasing customer service.

“Yes, tobacco is a shrinking market but our sales are growing exponentially,” says Bouchard. “Tobacco is still a vibrant industry. You have to be professional and do business in a way that keeps the tobacco out of the hands of under-age consumers. I think the government is doing a good job of making sure that we are not creating more smokers but we want to make sure that the smokers who are out there are buying legal products and that retailers can make healthy profits selling those products.”

Tobacco holds an important place in the convenience store industry, states Bouchard.

“We have a small, humble plant in Summerstown, Ontario,” says Bouchard. “Our plant is growing while some of our competitors are closing plants. I’m not out to attack the big tobacco companies but this is a David & Goliath story. We are changing things. We are encouraging manufacturing in Canada and showing that we are able to win in a game that is being played with big conglomerates.”

The CTC story started in the 1980’s.

“We were actually manufacturing products for other companies,” says Bouchard. “We decided six or seven years ago to start our own line of premium super value cigarettes and get more directly involved with the retailers so we could control our brands, volume, pricing, and have our own strategy. Our distribution is a collaborative effort utilizing both wholesale and direct-to-store delivery networks. We sell to both independents and chains.”

CTC has been a breath of fresh air in Ontario’s highly regulated and challenging tobacco market, says Kenny Shim, president of the Ontario Convenience Stores



Lorena Romero, Shirra Braunstein, Isha Virk, Kelise Fullerton



Pavan Bola, Julie Macarilay, Maylen Laygo, Tiffany Lawrence



Stephen Perkins, Oscar Garcia, Edgar Barriere, Carrigan Davis, Alex Seguin, Alicia Payne, Tanya Soule, Dave Rick Mansat, Manon Gagné, Gurnoor Singh

OUR DISTRIBUTION IS A COLLABORATIVE EFFORT UTILIZING BOTH WHOLESALE AND DIRECT-TO-STORE DELIVERY NETWORKS. WE SELL TO BOTH INDEPENDENTS AND CHAINS.

Association (OCSA) and owner of Busy Bee King Mart in Toronto, Ontario.

“Unlike dealing with the big three tobacco companies, CTC makes it straightforward for retailers with just a few SKUs all positioned at the lowest price point,” says Shim. “What’s notable is the absence of restrictive rules on selling or pricing their products, giving retailers much-needed flexibility to adjust to market demands and customer needs. Given Ontario’s market situation, where illegal tobacco products are alarmingly accessible at a fraction of the legal product prices, CTC’s low-cost option with healthier profit margins is refreshing and beneficial. It allows retailers to sustain a competitive edge and cater to customers who seek value without dealing with the hurdles imposed by the major players.”

Consumers have been looking for a less expensive brand of cigarettes, which makes CTC an attractive option, says Bouchard.

“We are a family business,” notes Bouchard. “We are cost efficient and are able to get to retail cheaper. People are trying to save money and when they see that our brands are cheaper, they are willing to

give them a try.”

Tobacco in Canada is highly regulated and the market is very restricted and difficult to get into, says Bouchard.

“You have to be well organized in your abilities to communicate with the government and understand regulations at all levels from packaging to product quality and distribution,” says Bouchard. “You need a lot of financial capital and you need a lot of knowledge about how to do things properly. Because it is very regulated, it closes the door to a lot of would-be entrepreneurs.”

Reinvigorating tobacco is important to the convenience industry, says Bouchard.

“At CTC, we’ve revitalized the tobacco segment for convenience channels, enabling retailers to increase profitability while offering competitive prices,” says Bouchard. “If we can bring down the price, we are able to put more profit in the pockets of the retailers and also maybe curb contraband tobacco.”


CTC is excited about the future as retailers of all sizes are taking note of the company’s brands: Platinum, Darts, Rally and Santa Fe.

“We want to support the independents with credit, easy distribution,

lower minimum orders, and higher fill rates,” says Bouchard. “It’s easy to open an account with us and you don’t have to sign a contract. Some of the tobacco company contracts can be hard for the small mom and pop shops to understand. There are no hurdles to jump with us. You can try selling our products and just see how it goes. With the support of convenience retailers across Canada, CTC is poised to become the third-largest tobacco company in the country, currently available in all provinces except New Brunswick and Quebec.”

Instead of selling a pack of cigarettes for \$17 in Ontario, for example, retailers can sell a pack of CTC cigarettes for \$12.50.

“Our volume is through the roof,” states Bouchard. “We’re selling thousands of cartons of cigarettes every day. We are not here feeding stockholders. We are changing the existing formula of big tobacco companies. We are revolutionizing the tobacco industry coast-to-coast and we are very proud of that.”

Retailers interested in further information can register with CTC by visiting www.centuryt.com, calling 1-888-926-2522, or emailing info@centuryt.com. 

Convenience & Carwash Canada spoke with several businesses regarding CTC Tobacco. Here is what they had to say:

Kenny Shim, owner, Busy Bee King Mart, Toronto, Ontario: Ordering from CTC Tobacco is simple and efficient – one phone call with prompt delivery, no high minimum orders, and no red tape. This contrasts sharply with the major companies, each of which has policies that retailers must follow to access better pricing, which can be quite demanding and restrictive.

Brydon Giesbrecht, category manager, Fields Canada, Vancouver, British Columbia: Century Tobacco has been a fantastic company to work with so far. We have them currently in 30 locations in Alberta and British Columbia. They are progressive and ahead of the curve when it comes to tobacco regulations and legislation. The price point is exceptional. They've been good with helping us understand the processes that need to take place for doing price changes, etc.



Their customer service is second to none. I really appreciate their forward-thinking, honesty and integrity.

At first, to be honest, there was some trepidation with customers because they hadn't really seen these brands before but once customers tried them, they kept coming back for more.

Sean Casey, category manager – pet, tobacco, Giant Tiger Stores Limited, Ottawa, Ontario: We are currently just chatting with Century Tobacco Company about assortment in our Giant Tiger stores. We have yet to confirm anything and have none of their products in our stores. I look forward to more positive conversations in the future with Century Tobacco.

What I can say, based on the products they proposed and where they fit in the market, is that they would be positive disruption to legal tobacco sales. Their competitive, market low costs would allow retailers to retail these products well below normal and give retailers more profitable sales.

Vince Commisso, owner, MVR Cash & Carry, Oakville, Ontario: CTC has been very aggressive in building an alternative option to the big three tobacco manufacturers. They value the wholesaler as an option to get their products distributed to the retailer. They have a great sales team that connects with the customer.

CTC offers a quality cigarette at a very attractive price point. Our customers continue to demand value in today's tough economic times. Their products are always in full stock with the freshest codes. MVR is working closely with CTC to promote their brands and help retailers get CTC products on their shelves.

Fawwaz Mlatoom, owner, Mobil Convenience, Ottawa, Ontario: The experience with CTC has been very good. Customers like it because the cost is good. Customers are coming back and buying it again. The company is easy to deal with. It is easy to place an order and I receive it within the second day. I would recommend it to everyone.

Rachel Robinet, general manager, UPI Energy Convenience, Seaforth, Ontario: It's been great. They offer affordable smokes and good customer service. They reach out to me to see if I need anything on a regular basis. The cigarettes seem to move well here and the price absolutely makes a difference. We're able to put a bigger margin on them so we can make a bit more too, which is nice.

John McCash, owner, The Smoke Shop, Cambridge, Ontario: CTC Tobacco have been really good. Customers are responding to the lower cost. It's a better product at a lower cost. They've got a really good product and they made it possible that their prices are basically the lowest in the industry so it works for them and it works for us. 🇨🇦

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Alcoholic Beverage Sales in Ontario: How It's Going

By Angela Altass

Convenience stores in Ontario have been able to sell beer, cider, wine and ready-to-drink alcoholic beverages since September 5, 2024. *Convenience and Carwash Canada* decided to check in and see how sales have been going.

While most of the companies and people we spoke with have been happy with things so far, there have been a few notes about initial ordering confusion and getting kinks out of the system.

The Alcohol and Gaming Commission of Ontario (AGCO) opened its application process for new and existing convenience and grocery stores in Ontario to apply for alcohol retail licenses on June 17, 2024. A spokesperson for AGCO confirms that as of October 6, 2024, it has approved 4,569 convenience store licences.

Most of the licenses issued to date have been to businesses that already hold a lottery retailer, liquor sales, or grocery store license from the AGCO. As such, they have already been vetted for eligibility and compliance (i.e. their ability to act with honesty, integrity and in accordance with the law) and therefore usually received their new licenses in a matter of days.

"This reflects the AGCO's commitment to reducing regulatory burden wherever possible, providing excellent service, and saving licensees time, effort, and money,"

says the spokesperson. "At these newly licensed establishments, AGCO inspectors are paying particular attention to responsible sale requirements including youth protection measures (e.g. age verification and refusing sale to minors), proper training and certification of staff, respecting the hours of service, as well as advertising and product display requirements. While the AGCO has been pleased with the overall levels of compliance observed to date, we will continue to monitor the situation closely as it continues to evolve."

The AGCO launched a dedicated page on compliance support for convenience and grocery stores to support their safe and responsible sale of alcohol in Ontario. This includes a Convenience Store Licence Obligation Guide listing the requirements for staff training.

Dave Bryans, owner of C Store Consulting and past CEO of the Ontario Convenience Stores Association, says there has been some confusion regarding picking up orders versus the cost for delivery for small businesses and some challenges >>



Some of the beer and ready-to-drink alcoholic beverages that 7-Eleven is offering in Ontario



Campden General Store, Campden, Ontario

“WITH OVER 4,000 OUTLETS JOINING THE MARKET, EARLY CHALLENGES INCLUDE DELIVERY SCHEDULES AND PRODUCT AVAILABILITY— BUT CUSTOMERS ARE EXCITED FOR THE CONVENIENCE.” — DAVE BRYANS

regarding the availability of products when ordering through the Liquor Control Board of Ontario (LCBO) portal but notes that this needs to be considered in the context of how new the system is in Ontario.

“The first month of selling was quite a ride for many to sort out delivery schedules, minimums, costs and store layout of both the ambient section and cold vaults,” says Bryans. “While it’s too early to evaluate the business model, customers have been excited to have alcohol readily available close to home.”

Product selection has been a challenge until each store understands the needs of the community due to the wide range of beverage alcohols in the LCBO catalogue, says Bryans.

“To be fair, this opportunity has moved at lightning speed with over 4,000 outlets all wanting information, products and updates in a short period of time,” says Bryans. “Every day we believe the offerings will get better, the category understanding will improve, and the customer buying experience will be convenient and appreciated by all.”

C Store Consulting has partnered with Oliver Solutions to offer an AGCO-approved beverage alcohol training program, Safe Selling, to convenience and grocery stores in Ontario.

“The reason the Safe Selling program was created was to offer thousands of family-run c-stores and grocery stores an approved certification training program at a reasonable cost to ensure employees are trained



Campden General Store, Campden, Ontario

responsibly to sell beverage alcohol,” says Bryans. “There was only one certification option prior to September for training at a high cost to all employees and employers and we saw the need for a better and more reasonable alternative online. Safeselling.com offers an introductory price of \$14.99 per employee or a bundle of five employees for \$60.”

Most stores have been appreciative of the many alcohol companies that are calling on them to offer insights into this new category, notes Bryans.

“My advice to all retailers is to work with your trusted alcohol representatives to understand the needs in your community, such as top brands versus local craft beers and imports versus value segments as well as the types of wines you should be carrying, including VQA Ontario products,” says Bryans. “The future is so bright for the channel as we forge ahead where we will see higher traffic counts, more

impulse sales and a new level of customers that want beverage alcohol conveniently and quickly when in a c-store.”

Kenny Shim, president of the Ontario Convenience Stores Association (OCSA) and owner of Busy Bee King Mart in Toronto, Ontario says the introduction of beer and wine sales has been a great addition to Ontario convenience stores.

“I’ve seen consistent weekly sales growth and feedback from OCSA members mirrors this positive trend,” says Shim. “Customers are responding well to the convenience but the ordering and delivery process could use improvement, as many members have noted. I’ve been actively working with vendors, the AGCO, and the LCBO to streamline these operations, which will take time to full optimize.”

Overall, selling alcoholic beverages in convenience stores is a promising development, says Shim.

“It’s clear that this opportunity has enormous potential for our industry and I’m confident it will continue to benefit stores as we refine the process,” says Shim.

Scott Simmons, president, Ontario Craft Brewers provided the following statement:

“Craft brewers have long waited to be able to sell their fantastic beers in more places and have moved quickly to sell in these new channels including at convenience stores. We saw store owners saying this week that sales have been going well so I encourage every store owner reading this to seek out and stock craft beer from locally-owned



Campden General Store, Campden, Ontario

breweries. Even more than the mandated 20 per cent. It makes sense on so many levels. Ontario's craft beer sector is defined by community and we know convenience stores are landmarks and gathering spots in many towns across the province - and having these stores featuring craft beers is a great way to promote local. While it is too early for specific sales figures, we believe that the economic upside for convenience stores is big if they focus on local craft beer. Supporting local has never been stronger in our province, especially since the pandemic. People want to support local producers in their communities, including craft breweries. And there is significant data from grocery stores that shows that craft beer consumers generate larger overall basket sizes when they shop, which helps generate incremental margin to c-stores. Convenience stores have the potential to be an important sales channels for craft brewers and my message to store

owners is to embrace craft and put in the effort to become a craft beer destination in their community for locals and visitors alike. The positive impact on the local economy from doing that will be outstanding. It'll be a true win-win and very exciting future!"

7-Eleven Canada shared the following statement regarding the sale of alcoholic beverages in their stores:

"We'd like to thank our phenomenal 7-Eleven Canada customers who have made the launch of beer, wine, ciders and coolers for takeout and home delivery a stellar success. Time and again our customers tell us how this change makes their lives more convenient. This wouldn't be possible without our team's excellent execution in-store, and without the amazing partnerships with our vendors, as well as the LCBO and AGCO, who have helped make this launch as seamless as possible."

Travis Macmillan, owner, Macmillan's >>



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Photos courtesy of Campden General Store, Campden, Ontario

ALCOHOL SALES ARE BOOSTING FOOT TRAFFIC AND COULD BE THE KEY TO REVITALIZING STORES THAT HAVE STRUGGLED POST-PANDEMIC. — TRAVIS MACMILLAN

Store, Cornwall, Ontario, says that alcoholic beverage sales have increased store foot traffic.

“It’s doing very well,” says Macmillan. “I absolutely think it’s a good thing. This store has been here for 52 years, with a very well-established client base, and it has always done very well but ever since COVID, it’s been declining drastically. Since Christmas, I’ve laid off all of my staff. I’ve been working 14-hour days, seven days a week. Alcohol sales are definitely increasing foot traffic and I believe it’s the key that’s going to save us.”

Customers are coming to the store to purchase alcoholic beverages and are also buying other things while they are there, says Macmillan.

“It’s going to save the convenience store industry because it was pretty close to the bottom falling out,” says Macmillan, noting that customers are putting in requests for items on a daily basis. “I get asked for all kinds of things and I hop onto the LCBO site immediately to make sure I get that

product for them within a two-week period. The ready-to-drink pre-mixed drinks are the biggest thing going right now and, with women it’s the wine.”

Macmillan said the store has received some backlash from a few older customers who feel that alcohol beverages do not belong in convenience stores.

“As for increasing drinking and driving, I think it’s actually the opposite,” says Macmillan. “You’re not going to take your car and risk the drinking and driving when you can walk across the street to your local store and get a can of beer. We are all properly trained and, obviously, we are not going to sell to somebody who is intoxicated.”

Marites Lee, owner, Campden General Store, Campden, Ontario said although they did not have any preconceived expectations regarding the sale of alcohol beverages, she did apply for a license as soon as she was able to do so.

“It was a welcome opportunity,” says Lee. “The locals in my community had been asking when we would be able to sell and serve

alcoholic beverages. Our goal has been to figure out which ones will sell. We went with the top 10 popular beers for starters. Our customers are happy. Molson and Twisted Tea are our top sellers.”

Laurie Ure, owner, Ure’s Country Kitchen & Variety, Harrow, Ontario says they applied for the licence to sell beer and wine but were not currently selling alcoholic beverages until a new walk-in cooler is built in the store. **■**





By Michael Van Wieren

Carwash Seasonal Maintenance

Regular seasonal and yearly maintenance is essential for keeping your carwash operating smoothly throughout the year.

Consistent upkeep helps prevent costly breakdowns and prepares your system for seasonal changes, from fall preparations to winter's freezing conditions. Tommy Car Wash Systems offers this guide to help you be proactive in protecting your investment to minimize downtime and ensure reliable customer service.

Fall maintenance is the ideal time to prepare your equipment for colder months. Pre-winter tune-ups help ensure your system is ready to handle freezing temperatures, reducing the risk of damage and keeping your carwash running efficiently throughout the winter season.

- **Inspect your Plumbing:** Check all water lines and pipes for signs of wear or leaks. Insulate exposed pipes to prevent freezing.
- **Prepare your Heaters:** Test your heat in the wash before the colder weather sets in. Ensuring they're in good working order now will help you avoid any surprises when you need them most.

- **Door Seals and Exterior Ventilation:** Inspect all weather stripping on bay doors to minimize heat loss and freezing air from entering the wash tunnels. The ideal time to inspect is during evening hours or when you are closed.
- **Detergent Adjustments:** If your site is in a colder climate, it is important to adjust your rear bumper blaster function to apply a more concentrated amount of presoak to assist in effectively removing salt and mud from vehicles.
- **Set your Garage Doors to Automatic Up and Down:** Keeping the heat in and the cold out, you can ensure your carwash stays warm and efficient.

Prep your Wash for the Cold

When winter arrives, maintaining your wash becomes even more crucial to avoid downtime and ensures smooth operation in harsh conditions.

- **Winterize Outdoor Mat Washers:** Drain water from any system's not in use and

blow out any lines that could freeze.

- **Detergent Storage:** Always ensure your products are stored in a space where the temperature remains above 32°F.
- **Electrical Protection:** Inspect electrical components for any damage that could be caused by ice or moisture, and ensure all outdoor systems are waterproof and protected. Replace your Guardian Controller filters to clear out summer dust and debris.

By proactively maintaining your carwash throughout the year, you can prevent expensive repairs, minimize downtime, and consistently deliver dependable service to your customers. Following this guide will ensure your carwash is well-prepared for whatever the weather throws its way, while optimizing the performance and longevity of your equipment.

Michael Van Wieren serves as an inside sales specialist at Tommy Car Wash Systems, bringing nearly 20 years of sales experience across diverse industries, with a strong focus on industrial equipment and technology. Working alongside a dedicated sales team, Michael supports clients with comprehensive carwash solutions. Michael Van Wieren michaelv@tommycarwash.com

What's New



Primo Brands Corporation Announces Successful Completion of Merger of Primo Water and BlueTriton Brands

TAMPA, Fla. and STAMFORD, Conn. / CNW/ - Primo Brands Corporation recently announced the successful completion of the merger of Primo Water Corporation and an affiliate of BlueTriton Brands, Inc. creating Primo Brands, a leading branded beverage company in North America with a focus on healthy hydration.

"I am honoured to lead our combined company and our team of world-class associates," said Robbert Rietbroek, chief executive officer of Primo Brands. "Together, we are forming a differentiated leader in branded beverages. With a highly competitive portfolio of brands, a variety of formats and offerings across

price points, and a vertically integrated, coast-to-coast manufacturing and distribution network across North America, we believe Primo Brands is strategically positioned to accelerate growth, deliver superior products and services for our customers and consumers."

"Primo Brands has an iconic brand portfolio, including billion-dollar, widely recognized brands such as Poland Spring and Pure Life, high-growth premium brands like Saratoga and Mountain Valley, and other valuable brands with significant growth potential," continued Rietbroek. "Our goal is to drive sustainable, long-term shareholder value creation as we capture transformative operational efficiencies, achieve our synergy goals and deliver strong financial results. I want to thank our talented teams for their dedication and hard work in building our strong momentum."

"I believe Primo Brands is positioned to be a leader in the healthy hydration beverage category, thanks to the strength of its iconic, sustainably-sourced

brands, its robust operations and extensive North American network, and its responsible operation of numerous springs across the country," said Dean Metropoulos, non-executive chairman of the board of directors of Primo Brands. "We have a clear strategy to accelerate growth driven by the strong demand for branded beverages and healthy hydration that continues to expand across all high-growth channels, including retail, clubs, restaurants, hospitality, convenience stores, hospitals, schools, offices and more. Importantly, we also continue to strengthen Primo Brands' commitment to sustainability, including through our increasingly environmentally friendly delivery fleet, circular packaging efforts and water stewardship."

David Hass will serve as chief financial officer and Robert Austin will serve as chief operating officer of Primo Brands.



Good Earth Coffeehouse Launches Festive Holiday Campaign with Seasonal Drinks and Gingerbread Families in Support of Local Communities

CALGARY, AB /CNW/ - Good Earth Coffeehouse, known for its dedication to quality coffee and wholesome food, is excited to announce the launch of its 2024 Holiday Campaign. The campaign features a new lineup of seasonal drinks, crafted with innovative holiday flavours such as Chocolate Orange and Butter Tart, alongside festive classics like the Gingerbread Caffe Latte and Butter Tart Eggnog Latte.

The full menu of seasonal beverages includes:

- Chocolate Orange Mocha – A rich blend of espresso, decadent chocolate, and candied orange, topped with optional whipped cream for a festive treat.
- Gingerbread Caffe Latte – A creamy

caffè latte sweetened with spiced gingerbread syrup, finished with optional whipped cream and a ginger cookie crumble for an extra holiday touch.

- Butter Tart Eggnog Latte – A cozy combination of espresso and real eggnog, infused with flavors of toasted pecans, brown sugar, and a dash of cinnamon, creating a perfect holiday indulgence.
- Butter Tart Cold Brew with Cold Foam – House-made cold brew coffee with flavors of toasted pecans, spiced brown sugar, and cinnamon, topped with sweet, creamy cold foam for a refreshing, festive twist.

Over 30 Years of Community Giving

For more than 30 years Good Earth Coffeehouse's Gingerbread Family Program has been a cherished holiday tradition and this year, Good Earth Coffeehouse aims to sell a record 12,000 packages of gingerbread cookies to

support local communities. From now until December 31st, for every package of gingerbread cookies sold, Good Earth Coffeehouse will donate \$1 to local food banks, helping to provide meals and support families in need.

Each \$9.75 package contains three freshly baked, soft, and chewy gingerbread cookies shaped as a "family"—a perfect holiday treat. The Gingerbread Families cookies are available at all Good Earth Coffeehouse locations across Canada.

Milk Alternatives Now Available at No Extra Charge

To further enhance the holiday season and beyond, Good Earth Coffeehouse is offering milk alternatives at no additional charge starting November 15th at all locations across Canada. Whether you prefer oat, almond, or soy milk, you can now enjoy your favorite beverages with your preferred milk substitute at no extra cost.

Good Earth Coffeehouse's Holiday seasonal drinks and the Gingerbread Families program are available for a limited time at all coffeehouse locations across Canada. For more information, or to find the nearest café, visit goodearth-coffeehouse.com.

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CTC



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What's New



OPW Vehicle Wash Solutions Highlights Wide Range of Vehicle Wash Technologies at 2024 PEI/NACS Show

Northville, MI – OPW Vehicle Wash Solutions recently announced that its product brands would be exhibiting their industry-leading vehicle wash equipment and solutions at the October 2024 PEI/NACS Show, at the Las Vegas Convention Center in Las Vegas, NV.

OPW VWS wash-system technologies exhibited during the show included:

- The new Kondor Flight In-Bay Automatic (IBA) wash system from Belanger was introduced to the convenience-store market. The design and operation of this one- and two-arm touchless IBA system builds on the success of the original Kondor while adding a new look with a sleeker wash carriage; bigger and brighter lights with strategic placement for maximum visual appeal; new revenue-generating optional OverGlow Hi-Gloss Application cleaning system; and a standard rust-free stainless-steel carriage frame.
- ICS unveiled its ability to integrate its payment-processing systems with the Verifone Commander Site Controller POS System. This will allow c-store operators to configure their vehicle wash services on Verifone Commander and payment-processing activities through the Verifone EPS, which will enable

easy reconciliation of credit-card reports. As part of this integration, ICS will also offer the Verifone UX700 full-featured payment device. The UX700 is ideal for deployment at unattended sites due to its ultra-secure operation and advanced protection against the intrusion of weather, dust and liquids.

- The new In-Bay Automatic Xpress Conversion model was showcased with the industry-leading PDQ LaserWash 360 Plus system on the show floor, though this system is compatible with all PDQ and Belanger vehicle wash systems. It can be used to quickly convert any out-of-date mini-tunnel wash system into a state-of-the-art automatic express model, all without adding labour costs. The Xpress model combines the reliability of an IBA system with the revenue-generating options of a conveyORIZED tunnel to deliver a tunnel-quality wash, increased throughput rates, higher per-vehicle revenue, the ability to extend operating hours to 24/7 and improved customer loyalty that is the hallmark of a one-stop fuel-and-wash shopping experience.
- The Transchem Group's Turtle Wax PRO brand featured its Turtle Wax Complete portfolio of vehicle wash chemistries that have been designed exclusively for use in cost-conscious convenience-store vehicle washes. With a full suite of products to choose from, the users of Turtle Wax Complete chemicals are able to drive higher ticket prices while being backed by support from a brand that is recognized by 97 per cent of the U.S. population.

To learn more about the complete range of vehicle wash equipment, wash chemistries and payment systems offered by the companies of OPW Vehicle Wash Solutions, visit opwws.com.



Washworld, Inc. Announces New Distributor

DE PERE, Wisconsin: Washworld is proud to announce they have recently added a new member to their distributor network, Innovation Carwash Services. They will sell and service Washworld equipment throughout Florida. Innovation Carwash Services shares with Washworld the priority of always putting the customer first and strives to provide quality service by getting it done right the first time. For more information, please visit www.innovationcarwashservices.com.



Synergy Solutions Advanced Polymer Car Wash Chemicals Now Available In Canada

Barrie, Ontario – Deltic Wash Force, a leading Canadian carwash distributor, has entered into a distribution agreement with Synergy Solutions based in Uniontown, Ohio. This partnership will provide Canadian carwash operators access to Synergy's superior performing, safe, and industry proven products that hundreds of US operators are now enjoying.

"Canadian carwashes have historically used harsh and caustic chemicals", said Brett Bunston, president of Deltic Wash Force. "We chose to bring Synergy Solutions to Canada as their products are extremely safe, easy to handle, and manufactured with cutting-edge, polymer-based technology."

Stephen Denissoff, president/owner of Synergy Solutions commented, "We are excited to partner with Brett and his team at Deltic Wash Force. Their hands-on approach and customer-centric focus align perfectly with our values at Synergy. We're confident they'll become a major force in their market, and we look forward to growing together."

MTN Dew has launched its first ever mystery flavour in Canada, MTN Dew Voo-Dew. Unveiled only when fans take their first sip, the refreshing citrus kick of MTN Dew is paired with a perfect sweet treat - a cherry candy inspired flavour.

Fans are already speculating, with requests for Voo-Dew across the country "Will the Canada release of Voo-Dew ever make its way to Sydney Nova Scotia?" and "Is Voo-Dew really coming to Canada?" MTN Dew Canada is thrilled to keep delivering flavour innovation that fans are eagerly anticipating.

MTN Dew Voo-Dew is available now in 591mL bottles at gas stations and convenience stores across Canada for a limited time.



Car Wash Alliance Debuts a New Approach to Car Wash Chemical Solutions at the SEMA 2024 Trade Show

Las Vegas, NV – Car Wash Alliance, the latest innovator in the carwash chemical

industry, debuted at the SEMA 2024 trade show on November 5th. Promising to revolutionize the market with their transparent, customer-first approach, Car Wash Alliance positioned themselves as more than just another chemical supplier; they're a partner in success.

In an industry often clouded by complex terminology and lack of transparency, Car Wash Alliance offers a refreshing alternative. Their tagline "the chemistry that bonds," reflects the brand's commitment to building lasting relationships with carwash owners and operators. By delivering clear, effective solutions and backing them with genuine customer support, Car Wash Alliance aims to empower business owners with the tools they need to thrive.

Car Wash Alliance's products are meant to provide carwash businesses of all sizes with a versatile range of chemicals to stay competitive. Their product offerings will include cleaning applications such as bug remover, alkaline shampoo and brush lube. They will even offer car care applications such as hot wax, graphene, super sealant with plans to expand their product portfolio to detailing and consumer products in the next phases.

Car Wash Alliance believes in more than just supplying products, they believe in partnership. From product selection to post-purchase support, Car Wash Alliance is committed to being a reliable ally for carwash owners who want solutions that drive their business forward.

Car Wash Alliance is being brought to life by Mark VII Equipment, a trusted leader in the carwash industry, along with its parent company, WashTec AG. With decades of experience in carwash technology and innovation, this powerhouse ensures that Car Wash Alliance enters the market with a deep understanding of industry needs and customer priorities. Leveraging German engineering and USA-made products, Car Wash Alliance delivers not only high-quality chemical solutions but also a partnership rooted in established trust and performance.

"We're very excited to launch our brand at SEMA 2024," says Stefan Sulzmaier, executive vice president of Car Wash Alliance. "Our goal is to break the barriers of pretension and complexity in the industry and offer carwash owners and operators a partner they can trust. We believe that when our customers succeed, we succeed."



Chapman's Scoops Multiple International Awards

In a stiff competition, Chapman's Salty Caramel Crunch ice cream came first at the International Ice Cream Consortium (IICC) conference. This year's conference of industry leaders was held in Florence, Italy and hosted 108 delegates from 13 countries.

In this much anticipated international ice cream blind tasting competition, members nominated their best caramel ice cream product to be judged by peers. Members voted for the top product according to specific criteria including overall taste, creaminess, and visual appearance. Chapman's Super Premium Plus Salty Caramel Crunch ice cream took a solid lead and was proudly recognized as the best caramel ice cream.

"I am extremely proud that our peers from around the world voted for our ice cream to be the best of the best. It was not an easy competition with so many outstanding ice cream products



participating," said Ashley Chapman, Chapman's chief operating officer.

Selling on the Canadian market since 2023, Salty Caramel Crunch is Chapman's best-selling product in a luxury super premium plus line. This indulgent product is a blend of salty caramel ice cream with a ripple of salty caramel sauce, butter toffee pieces and caramel cookie bits. Designed for ultimate caramel lovers, this product is made with 100 per cent Canadian dairy, and natural flavours and colours.

During this year's conference, The International Ice Cream Consortium presented Chapman's with two more prestigious awards: Silver in the Best Ice Cream category for the Cherry Cheesecake luxury ice cream and Bronze in the Most Innovative Ice Cream category for their famed Cold Brew Coffee flavour.

The IICC is an international association of independent ice cream manufacturers, founded in 1986. Chapman's has been a member of the IICC since 2013.



Federated Co-op

Fuel Good Day 2024 raises record amount for communities across Western Canada

Saskatoon, SK— Co-op is pleased to announce that we raised a record-breaking total of more than \$700,000 on Fuel Good Day 2024. This surpasses the \$685,000 raised in 2019. As always, all funds raised will go directly back into communities across Western Canada.

Fuel Good Day is held each year in September, when participating local Co-ops donate a minimum of five cents per litre to a local charity or non-profit organization in their community. Since 2017, more than \$5 million has been raised, supporting more than one thousand local organizations.

On behalf of Co-op, we sincerely appreciate your support of this year's event, and for helping make a difference in communities across Western Canada.

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