

## Buy & Sell 2016

September 18-21

Whistler is recognized for its incredible vibe, renowned restaurants, lively cafés, and nightspots that entice guests year-round. The Fairmont Chateau Whistler – the true definition of Canadian mountain luxury – is an ideal location for our September Buy & Sell meetings. Whistler’s pedestrian-only areas create the perfect setting for relaxed exploring, where most everything is accessible by foot or the complimentary Fairmont Village Shuttle. The Fairmont Chateau Whistler is located in the prestigious Upper Village, a casual stroll away from the main Lower Village.



### Agenda

Sunday, September 18 <sup>th</sup>	Evening Welcome Reception
Monday, September 19 <sup>th</sup>	Bestbuy SickKids® Golf Tournament & SickKids® Day Tour
Tuesday, September 20 <sup>th</sup>	First day of business meetings & group evening function
Wednesday, September 21 <sup>st</sup>	Last day of business meetings



### Getting There: A journey as unforgettable as the destination

From rugged coastline to soaring mountain summits, getting to The Fairmont Chateau Whistler offers every opportunity to marvel at Western Canada’s natural beauty. Travel the 127 kilometres (79 miles) north from Vancouver - 90 minutes by car or luxury coach – along the Sea-to-Sky Highway; considered one of the most scenic drives in North America, this newly re-engineered highway now boasts safety and environmental features that have streamlined the spectacular journey. Stay tuned for car rental and Vancouver airport/Whistler coach information in a future Buy & Sell email.



## President's Update

Dear Bestbuy Shareholders:

It's already Spring of 2016, and business is ramping up quickly!

We had our 62nd Annual General Meeting (AGM) for Bestbuy Shareholders and our Open House at the Mississauga Distribution Centre, at the end of February. For those of you who attended, you would have; reviewed our 2015 successes and previewed our future challenges, heard some great speakers, been entertained by some fantastic comedy, met with our valuable vendors, networked with fellow shareholders, been introduced to new programs to enhance your business, realized some fantastic discounts and terms, and much more. Your Bestbuy team works very hard to make this a valuable event for our Shareholders, and we'd love to see you there again next year!

Speaking about great Bestbuy events, we are planning for an exciting program at Whistler, BC for our 2016 Buy & Sell. The dates are September 18<sup>th</sup> through the 21<sup>st</sup>. This will be a great venue for one of the Industry's most popular events. Where else can you meet one-on-one with your 45 top suppliers and also enjoy some fantastic social time with your fellow Shareholders, Bestbuy staff, and our vendors?

2015 was another great year for Bestbuy. Financially, we exceeded our sales and profit plan and I'm happy to let you know that so far we are ahead of budget for 2016. We are focused on the Strategic Plan that we set with our Board of Directors as we continue to execute the tactics to make your buying group even better. We plan on presenting another year of growth and profitability for Shareholders in 2016.

We have enhanced the Best Auto Program to make it an industry leading installer banner program that allows you to get one up on the competition. You should have a good look at the new National Warranty and Labour program that has been added, and if you have any questions, please get in touch with your local Business Development Manager.

Sign-ups for the 2016 SunSplash customer program to St. Kitts are in full swing. Check out [www.sunsplash.ca](http://www.sunsplash.ca) to get registered. Spaces are limited, and filling up fast...

Our famous Shareholder Incentive Program, The Club, is also now open for you to register. Visit [www.bestbuytheclub.ca](http://www.bestbuytheclub.ca) for additional details and registration.

Bestbuy is proud of our past successes and we are working hard to achieve even more. We continue to focus on ensuring we have the product lines, inventory and service to allow you to be the dominant distributor in your marketplace.

Have a great Spring!

Jeff Van de Sande

# Keep ahead of the competition.

## **BEST** **AUTO**

### **WE HAVE PROGRAM LEVELS TO SUIT ALL INDEPENDENT SERVICE PROFESSIONALS.**

**Local Labour Program**  
**North American Warranty**  
**Roadside Assistance**  
**BEST Training**

To learn more visit  
[www.bestautonetWORK.ca](http://www.bestautonetWORK.ca)  
or contact your local  
Bestbuy Member Distributor.



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## **BESTBUY**

### **WE'VE GOT THE BEST PARTS!**

*Ad to be featured in May 2016 CARS Magazine*

# Bestbuy's 62<sup>nd</sup> Annual General Meeting Recap

Bestbuy Distributors' 62nd Annual General Meeting for Shareholders was held in Toronto on February 26th, 2016. The two-day event brought together Bestbuy members from across Canada and vendors from across North America to attend meetings and networking events.

A highlight of the AGM was the gala. There was a strong turnout for the Friday evening cocktails and dinner. The crowd was enamoured with comedy magician Jean Boucher who performed a mind boggling and entertaining show. The group savoured the Scotland & Ireland themed dinner, a tribute to the 2017 "The Club" Shareholder incentive trip.



Attendees were treated to a taste of Scotland with bagpiper and drum accompaniment.

President, Jeff Van de Sande and Chairman Douglas Squires presented the 2015 Horace J. Pratt Award (Supplier of the Year) to ProMax Auto Parts Depot, in recognition of their excellence in service, sales performance and support. Ramzi Yako, Sam Yako and Doug Curliss were on hand to accept the award.



ProMax awarded Supplier of the Year 2015

Bestbuy also presented the annual contribution to The Family Heart Centre at the Hospital For Sick Children in the amount of \$25,000.00. Dr. Robert Hamilton, Director of Cardiology was on-hand to accept the donation. Bestbuy has been supporting this worthy cause since 1986 and has contributed more than \$775,000 to date.



Front row (left to right): Douglas Squires, Deanna Bosschaert-Gruhl, Dr. Robert Hamilton, Gino Morelli, Rob Dow. Back row (left to right): Jeff Van de Sande, Brad Nahorney, Scott Anderson, Andre Dimopoulos, Gary Thibault.

Congratulations to Karen Angus of *BUSCH'S AUTO SUPPLIES*, Fort Frances, Ontario on winning the \$1000 travel voucher donated by Cascadia Motivation for the SickKids raffle.

During the evening, Bestbuy had the pleasure of formally welcoming Simon Vermette of *DEMAR PIÈCES AUTO* and presented a Bestbuy Code of Ethics plaque.

## Shareholder Service Recognition Awards:

COLONIAL AUTO PARTS, 50 years  
 PETERBOROUGH AUTOMOTIVE, 30 years  
 THE PARTSMAN, 25 years  
 ENTREPOT AUTO QUEBEC, 10 years



Left to right: Douglas Squires, Jane Hay, Stephen Squires, Bill Hay, Jeff Van de Sande.

A very special award named after the late William Elton has



## Bestbuy's 62<sup>nd</sup> AGM Recap Cont'd

only been presented a few times over the years. It originated as an outstanding Shareholder award, but it was recently changed to include Bestbuy vendors and staff at the request of the Elton family. This year Bill Hay, formerly of Dayco, was the recipient for his outstanding contributions to Bestbuy and for his friendship.

The AGM concluded on Saturday with a warehouse trade event at Bestbuy's Mississauga distribution centre. The event had ninety-two vendor companies on hand eager to discuss new business developments with Bestbuy members.

### 2016 Bestbuy Board of Directors

Douglas Squires (Chairman)	COLONIAL AUTO PARTS
Brad Nahorney (Vice Chairman)	SAPPHIRE AUTO (IDL)
Gary Thibault (Secretary/Treasurer)	THE PARTSMAN
Gino Morelli	PIÈCES D' AUTO G.C.M.
Rob Dow	JACK DOW AUTO
Scott Anderson	PETERBOROUGH AUTOMOTIVE
Andre Dimopoulos	DORVAL AUTO PARTS
Deanna Bosschaert-Gruhl	AVENUE MOTOR WORKS

## New Best Auto Program Launch

The new Best Auto program launched at the AGM. The program includes a new membership level, Gold Plus, as well as an improved warranty program which covers local parts and labour as well as North American-wide coverage for labour and complimentary roadside assistance.

Find out more at [bestautonetwerk.ca](http://bestautonetwerk.ca). Ask questions or request newly designed marketing materials and registration forms for the new program through the Bestbuy marketing department or your local BDM.

*New customer brochure promoting North American Warranty and ToYourRescue™ Roadside Assistance available to Gold Plus and Platinum affiliates.*



*New invoice stickers*



## Ireland & Scotland

culture • entertainment • history • cuisine

**2017 BESTBUY INCENTIVE TRIP**  
**Register Now for the Trip of a Lifetime**

**June 3-11, 2017**  
**(London May 31-June 4, 2017)**

Visit  
[www.bestbuytheclub.ca](http://www.bestbuytheclub.ca)  
 for complete details.

## WE'VE GOT THE **BEST** TEAM



*There is no "I" in "TEAM"*

*From left to right: Bernard Lefebvre, Brent Karr, Richard Tothe, Jorn Lawson, Steve McGarrity, Kennedy Costa*

### BESTBUY BUSINESS DEVELOPMENT MANAGERS REPRESENT THE FOLLOWING LINES:

- SCHAEFFLER – FAG / LUK – Hub Bearings & Clutches
- FRAM/ AUTOLITE – Filters & Spark Plugs
- KYB CANADA – Shocks & Struts
- PROMAX/ ROTOMAX – Pads, Shoes & Coated Rotors
- QAP – MAS Chassis, GKI Filters & Moroso Wires
- SYLVANIA – Lighting
- VISION OE – Starters, Alternators, Rack & Pinion & Steering Pumps
- WILSON ELECTRICAL – HD Starters & Alternators
- XTREMESTOP – Pads & Rotors
- CARDONE – Co-Representation with National Sales
- GROTE – Co-Representation with Grote Sales Team
- SPI – Co-Representation with SPI Sales Team

## let us help you:

- Grow your Sales
- Detail a line we represent
- Sell Bestbuy Programs – Best Auto, SunSplash, etc.
- DC Line Upgrades
- Best Auto Connect

### LET US HELP YOU GROW THESE LINES THANK YOU FOR YOUR SUPPORT!

**Q:** Have our BDM's been trained on the lines they represent?

**A:** Your BDM does continuous training on every line we represent. Ask them what they can do to convert or help you grow the lines that are beneficial to your bottom line and cover their total cost.

**Q:** Are the BDM's familiar with the new revised Best Auto Program?

**A:** Prior to the AGM, your BDM was fully versed on the Best Auto program, North American Warranty, Local Labour Program and Roadside Assistance Program. They worked together to develop a presentation for your sales people or Customers. Are you promoting the benefits of Best Auto?

### CONGRATULATIONS



**2015 Horace J. Pratt  
Supplier of the Year**



# best news

## New in Purchasing

welcome

We are pleased to announce that *Raymond Roy* has joined the Bestbuy Purchasing Department as Manager of Drop Ship Programs.

Raymond has over 19 years of experience in the Canadian Automotive Aftermarket both in Sales and Purchasing. Most recently as Eastern Regional Sales Manager for UCI Fram/Prestone Group. His purchasing background comes from 9 years in the Purchasing Department at Canadian Tire.

Raymond's combined Sales and Purchasing experience are a natural fit to help us grow this important side of our Bestbuy business. Raymond lives in Richmond Hill with his wife and their two children.

You can reach Raymond at extension 227 or via email: [r.roy@bestbuydistributors.ca](mailto:r.roy@bestbuydistributors.ca)



*Raymond Roy,  
Manager of Drop  
Ship Programs*

## did you know?

### New Product Lines

MANN + HUMMEL Filters (MAN) – Mississauga

TRUX Accessories (truck accessories) – Drop Ship

QBP International Inc (brake rotors) – Drop Ship



Preparations are underway for our next customer SunSplash incentive trip taking place in stunning St. Kitts.

The SunSplash trip continues to grow and has contributed to customer sales growth for the Shareholders and suppliers that have been involved. If you have any doubts about this program, ask your fellow Shareholders that have seen their sales rise by using this incentive tool.

Group spirit was visible at our 'SunSplash in White' dinner party in St. Lucia!



SunSplash St. Kitts participants, stay tuned for more information on our 'SunSplash in Colour' dinner party.

Sign up now to reserve your spot on the beach!



[www.sunsplash.ca](http://www.sunsplash.ca)

# best news

## CAPS Ottawa Expo A Great Success

CAPS Auto Parts & Tires held a successful Expo at the EY Centre in Ottawa on March 3, 2016. This annual customer event brought together 1000 attendees and over 60 vendor companies for a memorable trade show.

"We are committed to providing superior products and services with the highest level of quality to our valued customers," said CAPS owner Chuck Berthiaume, "we are pleased how our community Expo continues to grow each year." A highlight was surprise performances by Cirque du Soleil

performers and the thrill of winning a brand new 2015 Nissan MICRA®, brought additional excitement to the attractive community exposition.

A new component to the show was extending invitations to Ottawa secondary school students. CAPS are pleased to promote the automotive aftermarket as a viable career option to the next generation. Over 300 students journeyed to the EY Centre to walk the show and watch industry panel presentations. AIA Canada was also on hand to promote apprenticeship and scholarship opportunities to future industry prospects.



Front row: (left to right) Ghazi Mankal, Dawn Stoeckl-Petric and Chuck Berthiaume  
Back row: CAPS staff



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# best news

## AIA Quebec Honours Industry Leaders



The 2016 AIA Recognition Gala held by the Quebec Division of the Automotive Industries Association of Canada (AIA) recently paid tribute to respected industry leaders in Quebec.

Bestbuy salutes Alex Trichas, André Dimopoulos, Chris Dimopoulos and Nick Dimopoulos on this achievement and well-deserved recognition.

## “Bestbuy Country Curling” in Sept-Îles

PIÈCES D'AUTOS SEPT-ÎLES hosted its annual curling bonspiel in February. The theme this year was “Bestbuy country curling”. 96 participants were registered for the event with finals in 4 classes (A, B, C, D).



On Saturday the 120 participants were treated to a dinner with a show and dance afterwards. About \$1,200 in prizes were distributed Sunday afternoon to the finalists.

This was the 9th consecutive year of the event held at the local curling club. The popular event will return in 2017 from February 3rd to 5th.

## great event



Pictured winners “the Bootleggers”. Yves Peron of Pieces D’Automobiles de Sept-Îles, far left.