

Annual General Meeting

April 25-27 2019

Mark Your Calendars

Bestbuy's Annual General Meeting will be held in April, in Mississauga, Ontario. Our 65th AGM will occur at the Westin Toronto Airport. We have an attractive Bestbuy rate of \$149/night that includes complimentary guest room Internet and self-parking. A complimentary Westin shuttle picks up and drops off hotel guests at Toronto Pearson Airport.

Thursday, April 25th - Evening Welcome Reception at the Westin

Friday, April 26th - Annual General Meeting & Gala Dinner at the Westin

Saturday, April 27th - Vendor Trade Event at Bestbuy head office/warehouse

TOP 10 REASONS TO ATTEND BESTBUY'S 2019 AGM

10. Special rate of \$149 per night rate for a Westin 'Heavenly®Bed' guest room.
9. Visit Bestbuy's head office and Mississauga warehouse and see what's new.
8. Travel Credit! Out-of-town Shareholders receive reimbursement.
7. Bestbuy's gala dinner! Enjoy good company, food, spirits and entertainment.
6. Support the SickKids® cheque presentation and the Shareholder/vendor awards during the gala dinner.
5. You and your employees can meet directly with our top Vendors at the Saturday Warehouse Event
4. Share your voice – Board Election.
3. Network and socialize among the family of Bestbuy Shareholders and valued vendor partners.
2. Celebrate our groups' achievements.
1. Spring SPECIALS! You must be in attendance at the AGM and the Warehouse Event to receive them.



Look for additional details to come by email in the new year.



President's Message

Dear Bestbuy Shareholders,

November is upon us and the weather seems colder than usual. Let's hope that this also means we will have a busy winter, and by all indications, that should be the case.

AIA has released the *2018 Outlook Study* and the good news is that the largest recorded number of vehicles (18.4 million) in the Canadian market is 6 years or older. The report states that "the aftermarket will see some of its best years in the near future as the market for out-of-warranty repair and maintenance continues to grow." A record number of vehicles are coming into our "sweet spot" and we need to be ready. Business has been a bit of a "roller-coaster" this year for many, but rest assured, the future is very bright, indeed!

We held another fantastic Buy & Sell at the end of September, in beautiful St. John's, Newfoundland & Labrador. At this year's event we held an AGM, where we ratified our financials for 2017, a year in which we amalgamated our eastern and western businesses and changed our fiscal year. Buy & Sell St. John's continued with a great day on a stunning golf course, *The Wilds at Salmonier River*. At the same time we held our Sick Kids Day Tour, with both events raising significant funds for our Sick Kids Hospital campaign. Participating Shareholders and Vendors enjoyed 42 meetings over two days, with the continued opinions of both Shareholders and Vendors that this format is the best in the industry.

Our evening out was a "Rally in the Ally" and was an awesome success. We formed three teams, and had a competition (boy, can we ever be competitive!) for the best singing, dancing and "screeching-in" team in our group. In the end all three teams got back together, and we all returned back to one big happy Bestbuy family. I have to mention that we had a very special "happening" after dinner, when over \$5000 was raised for our Sick Kids Campaign, with the sale of a tee shirt in a spontaneous auction. Special thanks to Don Patterson (Patterson's Parts Supply), our amazing auctioneer, and to Marite Hewitt (Peterborough Automotive) for donating the George Street Tee Shirt, and for suggesting to have the auction. Feedback that I had been given was that this was one of the best Buy & Sell shows that we have held. Now our challenge is to outdo ourselves again next year.

As mentioned, we have moved our fiscal year (which was the end of November) to the same as the calendar year (it is now the end of December). Because of this change, we need to move our AGM events from the end of February to April. Therefore, our next AGM is scheduled for April 26th, 2019, and will be held at the Westin

Bristol, in Mississauga. Watch for further details coming soon.

Next June we will once again be having our Shareholder "The Club" Program and this one will certainly be remembered as one of the best. We have chartered the entire MS Amadeus Queen for a cruise on the beautiful Danube River. The cruise will run from June 5-13, 2019, with an extension in Budapest, Hungary, from June 13-16, 2019. The cruise starts in Passau (near Munich), Germany, followed by a stop in the town of Regensburg, Germany. The ship will then travel to; Linz, Melk/Emmersdorf, Weissenkirchen and Vienna, in Austria. We will continue on to Bratislava, Slovakia, finishing in the spectacular city of Budapest, Hungary. It will be a program that will be remembered for a long time. Please make a point of visiting the website www.bestbuytheclub.ca for all the details and to get registered!

Have a very happy fall and hopefully we'll see you and your customers at SunSplash in Costa Rica, in January.

Best regards,

Jeff Van de Sande



Bestbuy's Buy & Sell Meetings – Solid as a Rock!

St. John's, Newfoundland & Labrador

Members and vendors gathered in the hotel's garden court for the Sunday evening welcome reception to begin Buy & Sell 2018. A warm welcome was addressed to the group by Chair Douglas Squires in his home city. Doug poignantly recalled the last Buy & Sell held in St. John's took place 17 years ago during 9/11, as some returning participants in the group reflected back. Thankfully, this Buy & Sell will only be remembered for the successful meetings, and lively group spirit demonstrated at our networking events in Newfoundland!

After an AGM for shareholders on Monday morning, the group partook in Bestbuy's annual SickKids® golf tournament and day tour. The Wilds at Salmonier River course in Holyrood provided



L to R : Gary Allen, Andy Murphy, Jeff Olefson



Alan Doyle of Great Big Sea with Denise Dow



L to R: Douglas Squires & Wayne Heimpel

picturesque views and some challenging holes for the golfers. Those who didn't golf took a scenic tour around Newfoundland's coast that saw the best of St. John's, including a chance meeting at Chafe's Landing in Petty Harbour with local singer/songwriter Alan Doyle of Great Big Sea fame.

Quidi Vidi Brewery, National Park of Cape Spear, Signal Hill and Newman Wine Vault were also highlights of the day tour.

Petty Harbour



L to R: Scott Anderson, Wade King, Dave Croteau



Bestbuy's Buy & Sell Meetings, continued

St. John's, Newfoundland & Labrador



Above: View from Signal Hill



Photo submission by Toula Bintas

red (ProMax) team won the rally challenge, as attendee teams were judged on enthusiastic participation in song singing, Irish line dancing and a Newfoundland Screech-In that included the traditional kissing of a codfish. Iconic George Street and local 709 Band wowed the group and will be fondly remembered. Our group sentiment for the St. John's hospitality received...God love ya me ol' trout!

Right: Newman Wine Vault

The group's enjoyable Monday was all in an effort to raise money for the Family Heart Centre at The Hospital for Sick Children. The final amount raised will be announced at Bestbuy's next annual general meeting with a cheque presentation.



SickKids will get some bonus money thanks to a surprise auction brought forward by Marite Hewitt (*PETERBOROUGH AUTOMOTIVE*) at our 'Rally in the Alley' dinner Tuesday evening. A commemorative George Street t-shirt was auctioned off by Bestbuy member Don Patterson (*PATTERSON'S PARTS SUPPLY*) who happens to be a professional auctioneer. After some exciting back and forth bidding amongst the group, Sam Yako (ProMax) outbid all to the tune of \$5,100 for SickKids!

We'll be announcing our next Buy & Sell 2019 location at our April AGM. Stay tuned!



St. John's 709 Band rocks!



Don Patterson auctions commemorative t-shirt courtesy of Marite Hewitt for SickKids

The group demonstrated friendship and team spirit during our 'Rally in the Alley' event. Three separate teams were formed at the start of the evening, but by the end, it was one happy family! The



Of Note:

Jason Cormier (*BARGAIN AUTO PARTS*) won the SickKids raffle prize – A limited edition framed NHL lithograph of Bobby Orr and Ray Bourque.

Adam Berthiaume (*CANADIAN AUTO PARTS SUPPLIERS*) won the shareholder passport draw which is awarded for attending all vendor meetings. Adam generously redirected the value of the \$500 gift card prize as a donation to the Children's Hospital of Eastern Ontario.

Sold Out: SunSplash.ca



Preparations are underway for our next customer Sun-Splash incentive trip taking place in vibrant Costa Rica!

Our program takes place at Dreams Las Mareas featuring Unlimited-Luxury®.

The resort is situated on the quiet Northern coast of Guanacaste, in the up-and-coming Playa El Jobo. The secluded tropical vista showcases the turquoise Pacific Ocean, expansive palm-studded beach, lush tropical jungle and mountains. The group will enjoy spacious suites with views of the green rainforest, pools surrounded by beautiful flora or mountains.

We'll be celebrating the customers and treating them to a rain forest themed dinner event. A special invitation will be included in our pre-trip package sent in December to all participants.



Building stronger relationships with your customers results in increased loyalty and increased sales. As a Shareholder of Bestbuy you have exclusive access to our annual SunSplash program which has been designed specifically with this goal in mind.

Stay tuned for our 2020 SunSplash trip announcement in January, and grow your business in 2019.



The Club Budapest Extension



Main Program: June 5 - 13, 2019
NEW Extension: Budapest, June 13 - 16, 2019

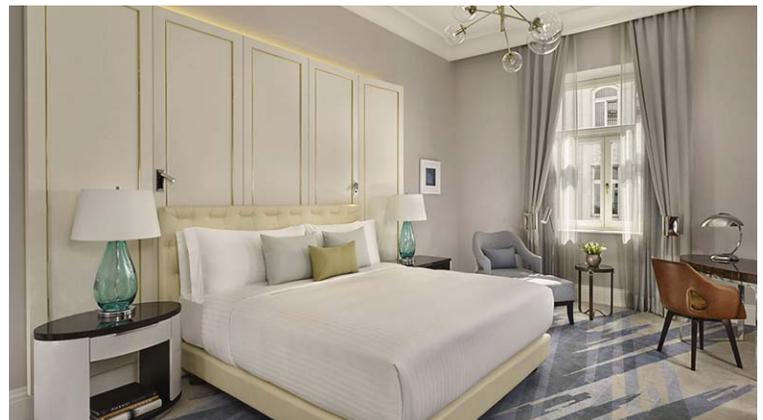
In June 2019, "The Club" 2019 program will take place aboard the MS AMADEUS Queen through one of Europe's most scenic settings – the Danube River.



Join us for an unforgettable experience as we cruise through Germany, Austria, Slovakia and Hungary.

Following the cruise, you have the opportunity to extend your stay and continue your exploration in the captivating city of Budapest.

Full details for the post-program extension visit bestbuytheclub.ca/extension.html. If you are already registered and have indicated interest in the extension, the Cascadia team will be contacting you to begin the flight booking process.



BEST NEWS

CTR's Biggest Fundraiser Yet



Pictured is the CTR family of employees during the cheque presentation.

Congratulations to **CENTRAL TRANSPORT REFRIGERATION (CTR)** in Winnipeg, Manitoba for their biggest fundraiser ever. They raised \$15,000 for the Children's Hospital Foundation of Manitoba. CTR generously matched every dollar raised by their valued customers and vendors. Well done!

CTR'S 5th annual Customer Appreciation and Trade Show event/fundraiser had over 580 people in attendance.



Happy Belated Birthday Denis!

We are thrilled to share this photo of Denis Busch from **BUSCH'S AUTO SUPPLIES** in Fort Frances, Ontario celebrating his 80th birthday on August 31.

*Right: Denis Busch, Busch's Auto Supplies
(Photo submission by Kristen Busch)*



Fat Guys 7th Annual Car Show

The **FAT GUYS** seventh annual Car Show was held on July 28, 2018, in Thunder Bay, Ontario. There were approximately three hundred vehicles on display in the **FAT GUYS** parking lot and surrounding neighbourhood. There were classic cars, antiques, street rods, custom and special interest vehicles, as well as a few motorcycles. If it's cool and has wheels, there's a good chance it was at the show!

There were food vendors, face painters, buskers, and of course a number of automotive suppliers on hand. In addition, Shannon Aikau from the hit TV Series "Counting Cars" was in attendance as a special guest. The event raised money and awareness for the George Jeffrey Children's Foundation, which is a Thunder Bay organization that provides services for children with special needs.

This annual Car Show was started in 2012 as a way to build the Fat Guys brand and attract potential customers to the store. Seven years later, the Fat Guys Car Show is one of the most successful car shows in North Western Ontario.



"First Ladies" Reunion

The spouses of past Bestbuy and APA leaders took the opportunity in Mississauga recently for a fun get together.

L to R: Beverly Anderson, Faith Elton, Patricia Heimpel, Judy Freeman (APA) and Mary Devlin



BEST NEWS

2018 Scholarships Awarded

Congratulations Mark Bengert and Zachary Savoie, our 2018 Scholarship recipients. Both received \$2500 towards their post-secondary education.



Mark Bengert began attending Red Deer College this fall enrolled in Business Administration. Mark is registered in the Parts Technician Journeyman apprenticeship program and is employed at Bestbuy member location Heartland Auto & Industrial Supply in Stettler, Alberta. Mark is pursuing the combination of a Business Administration Diploma and Journeyman Certificate, solidifying a future career in the automotive industry.



Zachary Savoie is attending École professionnelle de Saint-Hyacinthe enrolled in the automobile mechanic program. Zachary is passionate about cars and is the son of Scott Cleroux, Canadian Sales Manager at Spectra Premium Industries.



On an on-going basis, Bestbuy offers up to 2 scholarships, twice per year of \$2500 each to a daughter or son within the Bestbuy network. Candidates from Bestbuy members, their customers, vendors to Bestbuy and employees of Bestbuy, are all eligible to apply.

Visit www.bestbuydistributors.ca for more information and to download the application.



Submit questions and applications to scholarships@bestbuydistributors.ca

**DEADLINE TO APPLY
FOR WINTER/
SPRING SEMESTER IS
DECEMBER 15TH!**

New Bestbuy Employees



Suchetta Deb has joined Bestbuy as Finance Manager. Prior to Bestbuy, Suchetta was working at EY and KPMG in Mumbai, India. Suchetta is an avid artist and enjoys sketching and oil painting, particularly landscapes.

Suchetta can be reached at extension 257. Email: s.deb@bestbuydistributors.ca



Scott Stone has joined Bestbuy as the Vice President of Purchasing. Scott brings over 30 years of experience in the automotive aftermarket to Bestbuy having held various senior management roles in Canada and the U.S. Scott is a big fan of all things sports. In particular he loves to golf and is a self-described "baseball nut". His team is the Red Sox, but that hasn't stopped him from visiting each one of the MLB parks.

Scott can be reached at extension 227. Email: s.stone@bestbuydistributors.ca

BEST NEWS

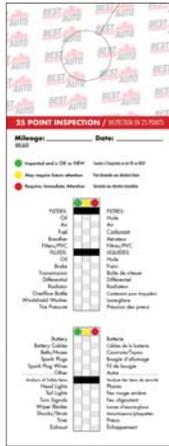


New Best Auto Shop Supplies

“We Appreciate Your Business” Mirror Hangers.

BAP MIRROR HANGER

- Package of 50
- 4-colour; 2-sided
- 25-point inspection
- Bilingual
- Shops can stamp or sticker to customize



At right:
Back of
mirror
hanger

Below: Front of
mirror hanger



FabriBright Slim LED Sign

BAP FABRIC LED SIGN

- 16" high x 36" wide x 1.34" deep
- Durable, UV resistant fabric

The sign pictured is now the sign that is included in the BAP STARTER KIT for all new affiliate locations. The sign can also be purchased at cost for existing Best Auto locations.



Moneris Update



Proudly Canadian owned and operated. Moneris uses the latest POS technology and continually invests in new technology to support changes in the marketplace.

UPDATE: MasterCard has announced that they are decreasing interchange rates, effective January 1, 2019.

Based on Bestbuy's pricing model with Moneris, these interchange savings will be fully and seamlessly passed onto your account. If you are not linked to Bestbuy's chain number with Moneris, you may be paying more for payment processing.

For more information on these changes, as well as specific rates associated with them, please visit moneris.com/interchangeupdates.

A new pricing sheet will be available to Bestbuy in December showing the lower MasterCard interchange fees.

Moneris is North America's leading processor of debit and credit card payment processing, having one of the most reliable payment processing systems, helping to ensure that your cash flow is not interrupted.



DID YOU KNOW? New Product Lines

- USW Water Pumps (US Motorworks)
- WRX Worx Environmental Products
- WXA CV Axles (Trakmotive/AIT)

All products listed are available in Mississauga and Edmonton DCs.