

# Convenience & Carwash

SEPTEMBER | OCTOBER 2023

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## GAS KING SUCCESS STORY



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Cover photo: Brent Morris President, Zachary Morris 'Future King' & Scott Sibbet Vice President, Retail Operations standing in front of their newly renovated location in North Lethbridge.

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<p><b>Upcoming Events</b></p> <p>September 26 – 28, 2023 <b>CICC</b> Hotel Omni Mont-Royal 2023 Summit - Save the Dates - CICC (convenienceindustry.ca)</p> <p>October 2 – 4, 2023 <b>NRCC 2023</b> Atlantic City, NJ <a href="https://nrccshow.com">https://nrccshow.com</a> 800-868-8590</p> <p>October 3 – 6, 2023 <b>NACSShow 2023</b> Georgia World Congress Centre Atlanta, GA <a href="http://www.nacsshow.com">www.nacsshow.com</a></p> <p>October 13 – 17, 2023 <b>Host Milano</b> International Hospitality Exhibition <a href="https://host.fieramilano.it/en/">https://host.fieramilano.it/en/</a></p> <p>January 15 – 17, 2024 <b>9th Women in Carwash™ Conference</b> Fort Lauderdale, FL <a href="http://www.womenincarwash.com">www.womenincarwash.com</a> 204-489-4215</p> <p>February 28 – March 1, 2024 <b>Southwest Car Wash Association</b> Fort Worth, TX <a href="https://swcarwash.org">https://swcarwash.org</a></p>			 <p><b>Women in CARWASH</b></p> <p><b>JANUARY 15–17, 2024</b> <b>9th Women in Carwash™ Conference</b> Fort Lauderdale, FL <a href="http://www.womenincarwash.com">www.womenincarwash.com</a></p>



## Time For One More Road Trip



As the dog days of summer are now in the rear-view mirror all eyes are focused on what to expect this fall and winter. The economy is not what we'd hoped that it would be; prices are higher than many can remember, gas prices don't seem to be dropping, taxes are up, wages are always being challenged, and disgruntled employees are everywhere... so, what have we got to offer this edition?

Over the past few years, we've all suffered from the feeling of isolation and that feeling of "I just gotta get outta here." Although convenience stores, retail petroleum and carwash sites across the country were deemed essential, they are run by others who maybe just "gotta get outta here" too and as summer disappears in our rear-view mirrors there's still time for one more road trip. Read *Serving Up Excellent Customer Service in Savanne*, and then take that fall trip north to view the wonderful fall colours along the landscape and then make a stop at Savanne Esso in Savanne, Ontario which is west of Thunder Bay. Owners Deepak Marwaha and Rajeev Kumar truly understand customer service and look forward to seeing you.


We bring more regional news, this time from Lethbridge, Alberta, as we showcase Gas King and their new SnacKing Kitchen. Brent Morris and his team set out on a course to bring more food service options to their community, who, during the pandemic sought a better way of bringing fresh meals home without making too many stops along the way. So, for those embarking on a regional road trip, stop in to say hello to Brent and his team, and then grab a breakfast bowl or maybe a smokie. It'll be worth the trip.

Our industry continues to thrive, evolve, and to grow and it's thanks to the wonderful people we meet along the way who listen to the wants and the needs of their customers who share and encourage this growth. Keep asking your customers what they want, what they need and then get it for them. When you give them what they asked for, they'll keep coming back.

As always, your success is my business, and as always, my open-door policy to your valuable feedback remains not only intact but stronger than ever. If you have comments or a story idea for an upcoming issue, please email me at

[bjjohnstone@convenienceandcarwash.com](mailto:bjjohnstone@convenienceandcarwash.com) or 204-489-4215.

Brenda Jane Johnstone  
Publisher

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## Gas And Dash

In this issue, we have an article about the proposed *Protecting Ontarians by Enhancing Gas Station Safety to Prevent Gas and Dash Act*. Gas theft is serious, not only for gas station owners who literally pay the price associated with the crime, but also for bystanders who simply find themselves in the wrong place at the wrong time and for the police officers who investigate the incidents.

The numbers associated with gas theft can be shocking if you are not up-to-date on the statistics. The cost to businesses of gas theft in Ontario reached \$3.75 million in 2022. Businesses report these crimes to the police and York Regional Police, for example, spend more than 7,000 hours per year responding and investigating gasoline drive-offs.

There is more than money at stake here too. A 66-year-old bystander was killed during a gas-and-dash incident near Woodstock in 2021. A Toronto gas station attendant was dragged for almost 80 metres by a vehicle during a gas theft incident in 2012.

This problem doesn't just reside in Ontario. I have seen social media posts from gas stations in other provinces where they show a security camera image and ask people if they can identify someone who "forgot to pay."

In remarks to the Legislative Assembly of Ontario, MPP Deepak Anand mentioned that in 2008, Grant De Patie was killed by a 60-year-old driver in a gas-and-dash in British Columbia and Ki Yun Jo died in 2017 in Alberta. The Government of British Columbia passed Grant's Law in 2008, mandating that motorists prepay for gasoline before they pump. Alberta implemented mandatory prepayment in 2018.

Joe Couto, director of government relations and communications with the Ontario Association of Chiefs of Police, notes that British Columbia and Alberta have eliminated virtually all incidents and calls to the police for gas-and-dash thefts by enacting prepayment legislation. Ontario's police leaders are urging the Government of Ontario to do the same.

As a resident of Ontario, I look forward to the day when this province can also say that gas-and-dash theft is no longer a worry for the convenience and gas retailers here. Not only is it about the loss of dollars but also the potential for the loss of life that makes this an issue of great importance for this industry and anyone who interacts with it.

If you have concerns about gas theft in your area, talking to your local politicians and letting them know about it could be a step in the direction of preventing the issue through the means of mandatory prepayment at the pumps.

Angela Altass  
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# SnackKing Kitchen – Gas King’s Latest Success Story

Newly renovated Gas King location in Lethbridge.

The next time the people of Lethbridge, Alberta, are hungry for a hearty, handcrafted sandwich or satisfying taco in a bag, they should look no further than the new SnackKing Kitchen.

By Gretchen Matthews

**Gas King’s flagship location**, first acquired in 1985, sold a lot of prepackaged items for most of its history, but in the last several months, it was redesigned with state-of-the-art culinary features that have enabled the company to transform its onsite offerings and share fresh new items with other Gas King locations.

Sitting at the corner of 2nd Avenue and Mayor Magrath Drive North, adjacent to an industrial park and a residential area, the Lethbridge location is perfect for attracting people who need

to eat more than once a day and would like tasty, substantial options. President Brent Morris explains the catalyst for the shift from standard c-store to

full-service kitchen by saying “we had done some minor renovations over the years, but we knew it was time.”

Morris also attests that having the right people in place at just the right time can lead to tremendous change. He explains: “Our management team included Kelly Klimchuk who knew the food supply business...so we decided to try our hand with food service at this location.” Klimchuk is Gas King’s district sales manager for its seven stores, with 27 years of experience in food service. Before coming to the company five years ago, he worked primarily with broad-line



In late May TV screens were installed on top of the fuel dispensers by Pompe Media / Neo.



Klimchuk explained the company's decision to move into food service as a natural evolution, given its location and sales trends.

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distributors and closely with manufacturers and brokers, learning how to find and recognize quality products. His knowledge of competitive pricing and food supply proved valuable. Regarding the SnackKing Kitchen, Klimchuk says: "This is a natural fit for me to quarterback our new fresh food offering."

Klimchuk explained the company's decision to move into food service as a natural evolution, given its location and sales trends. "As we see other areas in the store are on the decline – the tobacco category and cigarettes, for example – we know that food service is the future. We see it with our national competitors, the path that they've carved out. We see it in the needs of the community. Folks are busy; they're on the run – there is always lots going on. They're working multiple jobs to be able to afford the cost-of-living increases and such. So, we see that they'd rather make one stop on the way to work than two or three," he says. Despite the competition from nearby fast-food franchises in Lethbridge, the team proceeded with the renovation, and the results are paying off. "It's incredible that we can put out like items and we sell through those like items that are priced competitively," he says.

With the renovation this Gas King location becomes the 4th SnackKing Convenience Store in the Gas King chain.





With store traffic up to 1,000 customers daily, Gas King prioritized consistent service. The two-phase conversion plan, which called for a temporary store within the existing store, kept Gas King open for all but a few hours of the renovation.

Morris also quickly credits Scott Sibbet, vice president of retail operations, who supervised the complex two-phase construction process. Sibbet has been with Gas King for more than 30 years and has worked closely with the two groups the company chose for the redesign and rebuild: CTM Design in Calgary and Southwest Design and Construction in Alberta. With store traffic up to 1,000 customers daily, Gas King prioritized consistent service. The two-phase conversion plan, which called for a temporary store within the existing store, kept Gas King open for all but a few hours of the renovation.

Beginning in September 2022, 80 per cent of the store was gutted and renovated over a five-month period, but it operated out of a 250 sq ft space which included a walk-in cooler. A temporary wall shielded customers from the gutting process. In January 2023, the two sections were switched, and operations transitioned to the larger section. Items requiring refrigeration were moved from the walk-in cooler to temporary coolers in the smaller space while the larger space was finished. Construction was completed in June.

Sibbet explains one challenge with this plan. "All of our subcontractors came in and did their portion of the work on the main section of the store, and then most of them had to return and finish their job on what was the small temporary side of the store. So, it's drawn out a little bit doing it that way, but we were able to keep our doors open 99 per cent of the time and I believe that contributed to the quick turnaround in sales." Morris emphasizes that their first goal was to stay open and shares the feedback he's received saying, "traffic stayed about the same during construction and the comments we're getting now are, 'Wow! What an improvement!'"

The team is quite pleased with SnackKing Kitchen's capabilities and equipment, purchased from Western Refrigeration. For example, its oven is an Alto-Shaam Vector Series with high-velocity, focused-heat cooking in four chambers which allows a user to simultaneously prepare four different foods at varying temperatures without flavor transfer. This enables the three full-time kitchen workers to assemble disparate orders quickly and easily. In the self-serve area, the coffee island boasts two Schaerer machines producing all

Kelly Klimchuk District Sales Manager for Gas King in front of the hot cabinet showing food prepared in the SnackKing Kitchen.



Top photo: New coffee area with 2 bean to cups machines. Bottom photo: Delicious handcrafted sandwiches made in the SnackKing Kitchen.





New pylon sign designed by Sinclair Design of Calgary.

forms of java – bean to cup, without waste – with blends provided by a local roaster, Cuppers Coffee. Cuppers branding stands out on the machines’ touch screens.

Gas King experienced no major reduction in sales over the eight months of construction and is now reaping multiple benefits in producing its own offerings on site. Before the conversion, another company made sandwiches for Gas King. Now, Klimchuk explains, “we always knew that we would become vertically integrated at one point. So, when we started preparing our own sandwiches, we were able to up the portion weights and also the quality and freshness of the product. We were able to lower the retail on most products by a dollar or so, giving our customers more bang for less buck.”

SnackKing Kitchen’s evolving menu promises something for nearly every palate. Bestsellers are hot dogs and smokies. Breakfast eaters looking for a protein punch might try a loaded breakfast bowl. SnackKing mini donuts are baked (not

fried) in a convection oven and are hot and ready in under two minutes. Warm, buttered popcorn, offered with assorted flavorings, is available round the clock. The Gas King team taste tests each item and works with suppliers such as Core-Mark and Brewmaster Wholesale Foods to source the freshest ingredients.

The kitchen not only serves Lethbridge customers but provides daily deliveries of subs, salads, deviled eggs and more to five other Gas King locations via a van bought solely for this purpose. Every item is sealed in SnackKing Kitchen packaging and branding. Morris is pleased with the new delivery system. He says, “it’s gone very well. And the sandwiches are really good.”

Gas King celebrated the Lethbridge grand opening on June 15 by cutting fuel costs by 10 cents a liter and advertising the one-day sale in its newsletter and via texts to King Card Reward members. Since the Lethbridge location does not have a drive-thru or a lot of storefront parking, Gas King also recently partnered with Pompe Media to position LCD

The kitchen not only serves Lethbridge customers but provides daily deliveries of subs, salads, deviled eggs and more to five other Gas King locations via a van bought solely for this purpose.



Delivery van used to deliver sandwiches to other Gas King locations in the area.





Plaque on the wall indicating this as the first Gas King location in the chain—a tribute to Don Morris (1930-1992), Gas King founder.

screens atop the gas pumps, advertising kitchen products inside the store. The screens were ready and running for the June event.

When it comes to attracting and retaining customers, Sibbet says details and cleanliness are paramount because customers have high standards. “Customers like new. They like to see change.” He gives an example: “We put in beautiful bathrooms. Everything is high-end, from the ceramic tile to the fixtures. We went paper free.” Klimchuk concurs saying, “Don’t focus on your write-offs. Focus on a satisfied customer. We’re trying to extend ourselves out as far as we can to our market. They will tell us when we have hit our limit. And, maintain those relationships with your suppliers and vendors.”

Morris, who together with his late father Don Morris (1930-1992), started Gas King in 1985. He purchased the business from his mother in 2000 and has been at the helm ever since. “I cannot see myself fully retiring anytime soon, although, now at almost 60, I

might start showing up to work a little later and leave a little earlier,” Morris states laughing. The next generation of the Morris family is preparing to take over the business, as Morris advises that his son Zachary is now working in the business full time and being shown the ropes by the very capable Gas King team.

It seems the future of Gas King is in very good hands! While states, provinces and municipalities add regulations for stormwater management and water quality, working to protect our groundwater is the wise course – even when not mandated. By any measure – short-term or long-term, financial or environmental – the choice businesses, communities and individuals make today can make decades of difference. **C**

*Gretchen Matthews founded Chesapeake Quill to help businesspeople become better writers. She is a regular presenter at the biannual Women in Carwash conference and the copy editor for its newsletter, L.E.A.R.N. Contact her at [gmatthews@chesapeakequill.com](mailto:gmatthews@chesapeakequill.com).*

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By Robby Walden

# Seasonal Maintenance Guide for Automatic Carwash Systems

## Keeping Your Carwash Running Smoothly



## Why Seasonal Maintenance Is Important for Carwash Systems

Just like for a vehicle, keeping your carwash running efficiently requires regular maintenance to ensure smooth operation and longevity. And, though year around preventative maintenance is necessary, seasonal shifts in weather may require more targeted and specific actions to ensure that equipment will function properly season to season. Here, we have compiled specific actions you can take to prevent expensive repairs, reduce unexpected downtime, and avoid dissatisfied customers.

### Maintenance Tasks for All Seasons

- Regularly monitor and clean the water reclaim and filtration systems to

*By following this guide and conducting regular inspections, cleanings, and replacements, you can ensure that your system operates smoothly throughout the year.*

system for leaks and ensure proper water pressure. Clean or replace filters, evaluate all sensors, and control systems for accuracy.

### Summer Maintenance

Summer brings increased traffic and higher demand for carwash services. To meet this demand, it is crucial to keep your automatic carwash system in optimal condition. Regularly check and clean the brushes to remove any dirt or debris build-up. Inspect the conveyor system for any signs of wear or misalignment and lubricate moving parts, as necessary. Clean or replace clogged nozzles and filters to maintain proper water flow and pressure. Regularly check the chemical dispensing system and adjust the settings for optimal performance.

### Fall Preparations

Fall brings its own challenges, such as falling leaves and potential weather changes. Inspect the automatic carwash system for any signs of wear or damage before the season starts. Clean or replace clogged filters and nozzles to prevent clogging due to leaves and debris. Adjust the chemical dispensing system to accommodate changes in water temperature and vehicle cleaning requirements. Consider installing leaf guards or screens to prevent leaves from clogging the system. Inspect and clean the dryer system to ensure efficient and effective drying.

maintain water quality and reduce costs.

- Inspect and clean the control panels and electrical connections regularly.
- Schedule routine maintenance with a professional service provider to ensure thorough inspections and repairs.
- Train your staff on proper operation and maintenance procedures.
- Keep detailed records of maintenance activities, repairs, and equipment performance for future reference.

### Spring Cleaning

As winter fades away, begin by thoroughly cleaning the entire automatic carwash system. Remove any debris, leaves, or dirt that may have accumulated during the colder months. Inspect the brushes, nozzles, and spray jets for any signs of wear or damage. Replace any worn-out brushes or nozzles and tighten any loose connections. Check the water supply



### Winter Protection

Winter poses unique challenges, especially in colder climates where freezing temperatures can impact the automatic carwash system. Insulate any exposed water lines to prevent freezing. >>



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functioning optimally during wintry weather conditions. Outside of your bay, you may also want to consider your lot and walkways. You can be proactive in applying ice-melt but also have a plan for snow removal so customers will not be deterred by icy conditions or poor visibility.

Regularly check for ice build-up on the brushes, nozzles, and other moving parts. Clear any ice or snow accumulation from the system to prevent damage or malfunction and consider using a salt-resistant solution to prevent corrosion caused by road salt. Also, inspect and clean the dryer system to ensure its

#### Importance of Regular Inspections

Regular seasonal maintenance is vital for the optimal performance and longevity of your automatic carwash system. By following this guide and conducting regular inspections, cleanings, and replacements, you can ensure that your system operates smoothly throughout

the year. Remember, a well-maintained automatic carwash system will not only enhance your business but also provide efficient and satisfactory cleaning services to your customers, resulting in increased customer loyalty and satisfaction. **Q**

*Robby Walden is an experienced professional in the field of carwash service and installation with 11 years of dedicated service. As ISTOBAL USA's service director, Robby has been instrumental in ensuring the smooth installation and service of customer facilities*

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# Why Should Businesses Care About Groundwater?

70%

Growth of urban population by 2050

30%

Of pollutants in U.S. waters are from untreated runoff

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Cities in need of new stormwater infrastructure

By Ann K. Ryan

**When you live and work in North America** – it's easy to think water quality and water shortages aren't something we need to worry about. After all, we've got thousands of lakes, and the Great Lakes alone account for 21 per cent of the world's supply of surface fresh water and 84 per cent of North America's supply.

Those statistics give people a false sense of security, and other numbers tell a more complete story. Only 2.5 per cent of the earth's water is freshwater, and most of that is underground. Recent studies in the United States reveal that within 50 years many freshwater basins won't be able to meet the U.S. water demand. Already, communities in some regions are facing critical shortages. According to the weekly U.S. Drought Monitor (USDM), as of Aug. 1, 2023, over 28 per cent of the contiguous United States was classified as experiencing moderate to exceptional (D1-D4) drought.

Essentially, that means the continent's groundwater is being accessed faster than it is replenished by nature. All over North America – even in regions historically described as water-rich – the aquifers, porous rock and sediment that store massive amounts of water underground are being depleted.

Nearly 165 million Americans rely on groundwater for drinking water. That's just under 50 per cent of the entire U.S. population. Environmental researchers at Canadian universities

estimate that the number of Canadians depending on groundwater for drinking water has increased from 10 per cent to 30 per cent since 1970.

The reason behind the shortage of available clean water varies state by state and province by province. For instance, beyond drought, water shortages can be related to saltwater in coastal area aquifers, polluted shallow water in some regions and groundwater too deep to access in other regions. Taken together, these numbers lead to only one conclusion: Everyone needs to be invested in protecting our water resources, and that means that every water-related decision that businesses, communities, families and individuals make can matter.

## **Regulations move from underground storage to stormwater management**

For decades, the problem of fuel leaking into groundwater from corroding steel tanks has been addressed by tight regulations and the introduction of fiberglass tanks for underground fuel storage. Subsequently, groundwater contamination caused by polluted wastewater came onto the radar of regulatory bodies, and a growing number of federal, regional, state and provincial regulations were put in place. In the case of water and wastewater storage applications, both structurally unstable plastic and deteriorating concrete structures were identified



Xerxes fuel tanks



Grease interceptor



Xerxes water tanks



## An essential component of Xerxes' HydroChain stormwater management system is composite chambers, with the added water-quality benefit of the main header row.

as potentially problematic for long-term secure storage.

Today, stormwater is on the other end of the regulatory spectrum. And again, the numbers tell the story. Changing weather patterns and growing urban populations add pressure to an already-aging infrastructure in both Canada and the United States. It is a trend projected to continue long into the future. With an estimated 70 per cent growth of urban population by 2050, the pressure is on for the hundreds of cities in need of new stormwater infrastructure.

The growing urbanization of North America is colliding with the aging infrastructure of cities to create a crisis in stormwater management. Unlike in rural landscapes, where rainwater soaks into the soil and replenishes groundwater supplies, in urban areas, rain falls on impervious surfaces, such as roofs, parking lots, and streets.

The U.S. Environmental Protection Agency (EPA) estimates that as much as 55 per cent of urban stormwater cannot soak into the ground. The resulting runoff collects trash, bacteria, heavy metals, pesticides, animal waste, and other pollutants before it flows into local infrastructure, where it can cause sewage overflows or move into rivers and streams. Today, approximately 30 per cent of pollutants in U.S. waterways are from untreated stormwater runoff.

Whichever the case, the result is the same:

damage to public and private property, contaminated waterways (and aquatic life) and polluted groundwater, which is why environmental and regulatory agencies at all levels are aggressively increasing requirements for stormwater management and water quality.

### **The solution – like the problem – is underground**

For business and property owners, the solution for underground storage of liquids is straightforward. Over the last 40 years, fiberglass has grown to be the number one material choice for underground storage of fuel products. Increasingly, fiberglass is also being recognized as a wise choice for underground storage of water and wastewater. The inherent corrosion resistance of fiberglass is a strong advantage when the stored liquid is corrosive, as in some wastewater applications, or toxic, as in some chemical applications.

When building new sites – or bringing older sites up to code – the owners and operators of carwashes, other automotive facilities and convenience stores must look beyond the conventionally recognized pollutants like oil and grease. They must also consider pollutants such as chlorine, nitrogen, phosphorous and heavy metals. That requires including products like grease interceptors, septic tanks and water reclaim tanks.

When it comes to stormwater management >>

**When it comes to groundwater, we can all make a difference.**

systems, underground storage is only part of the picture. While storage is essential to prevent flooding, coastal erosion and contamination of both groundwater and waterways, increasingly, regulatory agencies are including water-quality requirements. Depending on location, a system might require pretreatment, filtration and infiltration beyond basic retention and detention components.

In many sites, a water-quality function can easily be incorporated into a stormwater system. For instance, when a chamber system includes a main header row, it serves as a collection point for incoming runoff. With inlet pipes placed throughout the system, stormwater passes through the main header row into the main body of the chambers, and then filters into the soil and recharges an aquifer. Capturing pollutants in a main header row provides the added benefit of improving water quality. Beyond that, it reduces maintenance

costs and adds life to the system. Composite chambers have yet another benefit. Their structural strength allows for piping connections into the front, top or side of the chambers, which can eliminate the need for catch basins, manholes and manifold systems. This is both a space-saving and cost-saving feature.

By any measure – short-term or long-term, financial or environmental – the choice businesses, communities and individuals make today can make decades of difference. **■**

*Ann K. Ryan has written for international publications for more than 30 years, including major environmental and financial publications. She is a communications consultant for Mattr and specializes in writing about the technical aspects of sustainable products, including Xerxes and its HydroChain stormwater products.*

Whether used for retention, detention or infiltration, Xerxes stormwater engineers provide a site-specific engineered solution for each project based on system requirements, stormwater volume and site footprint.







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***“Here Comes The Sun”***

# New Solar-LED Lighting Canadian Manufactured Light at Night All Night 365 Nights of the Year

By Dave Bowen

**As retail petro and c-store sites continue** to change in appearance, offer new services, build new sites or retrofit old ones, more and more new technology has been developed to advance these sites to the next level. Now it is possible on a c-store retail petro site to utilize solar LED lighting for your dumpster area, propane re-filling and air stations and even your carwash!

Over the years, various forms of solar lighting have been offered to the market, most from offshore sources and, with a few exceptions, none have ever worked well, especially in Canada due to the lack of sun in fall and winter and cold temperatures that batteries cannot handle so they just don't work at all.

In recent years the technology has improved – somewhat – with LEDs leading the way but still no one could get solar LED lighting to operate “all night long” 365 nights of the year – until now!

Just like electric vehicles, advancements in technology and marrying the right technologies together begin to bring success to advance solar lighting to the exciting stage it is at now. All solar in the past has failed due to old panel technology, old battery technology, and not understanding how temperature affects battery life and storage.

However, a “Canadian” solar LED Lighting company has spent the last two years researching the best battery technology, doing temperature testing from extreme heat to extreme cold and developing an “all in one” assembly for low-cost installation.







changes, with associated new battery costs and installation plus costly disposal fees as opposed to “one” battery change in 20 years.

The temperature range was very important as well as most batteries are effective to minus-four and then will begin to fail and die prematurely causing more costs and environmental changes. There are those that state minus 30 even minus 40 but what they don’t tell you is that is for one operation only then they cannot re-charge. The extensive testing and actual installations have proven this new self-warming technology ensures operation all night long every night of the year in all high and low-temperature regions.

So, if you have an existing site, installation is fast, easy and low cost. As solar requires no wiring you can simply use a “direct buried” pole so you dig a five-foot hole to be below the frost line, mount the “all in one” solar technology on top of the pole, set the pole, backfill and the installation is done. Although recommended, you really do not need an electrical contractor for this installation as there is no line voltage involved, no wiring and no hydro approvals required.

On a new build or addition, you can eliminate some of the costly line voltage LED lighting with all its associated

installed costs and light many areas of the site with 100 per cent energy-saving solar LED lighting technology. Solar LED lighting is the technology of the future and is being utilized in several other applications. Many installations have been done for solar LED signage lighting, especially for, say, a major retail/truck stop with a main entrance. Rather than expensive underground line voltage for sign lighting a solar LED flood lighting system can be easily installed.

Also, with the advances in technology with security cameras, solar is now being utilized for easy retrofits for security cameras for existing sites requiring no wiring or high installed costs. The same applies for new builds where solar can be utilized to operate the complete site security system again, given that the wattage draw is very low and the system works all night long, 365 nights of the year.

Both Canada and the USA have “green initiatives” for solar and wind but only Solere can give you all the features and advantages listed above for a retail/c-store petro site.

More information is available at [www.solere.ca/en](http://www.solere.ca/en), where they “do their best work in the dark!”

>>

Using new LiFepo4 battery temperature regulation technology we can now offer -50 to +65 degrees Celsius which also allows for a “20-year warranty” which has no equal in the market. The environmental impact of a 20-year warranty is huge as most systems need three to five batteries to get appropriate light output and offer a three-to-five-year warranty. So, on average, on existing solar lighting systems over a 20-year period, you will have between 12-20 battery





LED advancements have also allowed for a new illuminated collision barrier product, which is excellent again for propane refill/air stations, storefronts and traffic entrances.


LED collision bollards are now available and as retail petro/c-store sites become more architecturally pleasing and attractive, a concrete-filled steel post with a yellow plastic sleeve is not that appealing and presents the wrong image.

These new collision LED bollards offer protection up to 30 KMH while also

doing a quality lighting job around the area they are installed.

These bollards represent that a site is interested in idealistic change in service and appearance and that owners care about their site being as attractive and comfortable to customers as possible.


So back to the “green initiative” you now have a site with 100 per cent energy saving solar LED lighting and security cameras as well as energy saving LED collision bollards, providing extra safety as well as enhancing your site at night.

It doesn't get much better than this to help you succeed. More info on the LED collision bollards can be found at [www.nslighting.com](http://www.nslighting.com). 

*Dave Bowen is president of Roctan 2000 Ltd LED Lighting and Design. With over 40 years experience in all aspects of the lighting industry and extensive experience in the c-store retail petro market, he can be reached at [db@roctan2000ltd.com](mailto:db@roctan2000ltd.com) or 548-888-1113.*



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**Celebrating Over 30 Years of Innovative Structures**





By Nikki LaFleche

# Building a Strong Workforce: The Art of Hiring and Training Top Talent

**The success of businesses in Canada** heavily relies on the quality of their staff. Effective hiring and training processes are essential for owner/operators in these industries to build a competent and motivated team that delivers exceptional customer service and contributes to business growth. Let's explore key strategies and best practices for hiring and training staff.

## } Hiring

### **Job Descriptions**

Before embarking on the hiring process, owner/operators must clearly define the job roles and requirements for each position. This involves identifying

the necessary skills, experience, and qualifications needed to perform the job effectively. A comprehensive job description will attract candidates who possess the desired attributes and help streamline the selection process.

### **Advertising**

To attract qualified candidates, owner/operators should utilize a combination of traditional and online channels. Local newspapers, job boards, industry-specific websites, and social media platforms can be effective in reaching potential applicants. The job posting should highlight the benefits of working at the store or site, such as competitive wages, flexible schedules, and opportunities for growth.

### **Screening**

Once applications are received, a screening process should be implemented to assess candidates against the defined job requirements. This can include reviewing resumes, conducting phone interviews, and administering pre-employment assessments to gauge relevant skills and aptitude.

### **In-person Interviews**

Selected candidates should be invited for face-to-face interviews, during which their qualifications, experience, and fit with the company culture can be further evaluated. Behavioral-based questions can provide insights into their problem-solving abilities, customer service orientation, and teamwork skills.



## } Training and Development

### **Onboarding**

Effective onboarding is crucial to ensure new hires quickly become familiar with company policies, procedures, and expectations. It is essential to provide them with an overview of the organization's values, mission, and customer service standards. Assigning a mentor or buddy system can facilitate a smooth transition and offer support to new employees.

### **Product and Service Training**

Comprehensive training on the store's products, services, and equipment is vital. This will enable staff members to provide accurate information to customers, make recommendations, and handle transactions effectively. Regular updates should be provided to keep employees informed about new products or promotions.

### **Customer Service Skills**

Customer service is a cornerstone of success. Training programs should focus on developing strong interpersonal and communication skills, emphasizing the importance of delivering exceptional customer experiences. Role-playing exercises and scenario-based training can help employees develop their customer service skills and handle challenging situations effectively.

### **Safety and Compliance Training**

Owner/operators must prioritize the safety of their staff and customers. Adequate training on health and safety protocols, emergency procedures, and compliance with regulations is essential. This includes training on proper handling of hazardous materials, equipment operation, and measures to prevent accidents or injuries.

### **Ongoing Professional Development**

To keep staff motivated and engaged, providing opportunities for ongoing professional development is crucial. This can include offering cross-training opportunities, encouraging participation in industry conferences or workshops, and providing access to online learning platforms. Continuous improvement and skill development will benefit both employees and the business as a whole.

## } Retention Strategies

### **Recognition and Rewards**

Recognizing and rewarding employees for their contributions and achievements can boost morale and enhance job satisfaction. Programs such as Employee of the Month, performance-based bonuses, or other incentives can encourage a positive work environment and foster loyalty among staff members. >>

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By Angela Altass

# Determining Your Financial Plan



**Having a financial plan for your business** differs from just looking over your financial statements. Instead of looking at what's already happened, a financial plan makes projections for the coming months, forecasting income and outlays, says BDC, the bank for Canadian Entrepreneurs.

A financial plan provides a tool for monitoring the finances of a business, allowing owners to gauge progress and quickly head off trouble, states information provided by BDC. It helps plan for cash flow dips, identify financial needs and pinpoint the best timing for projects.

"You need a financial plan for your business to help you determine what your future financials will be, based on your business and business plan," says

**A FINANCIAL PLAN NEEDS TO MAKE SENSE BASED ON WHAT YOU NEED TO GET DONE IN THE NEXT THREE TO FIVE YEARS.**

Karen Fischer, partner, RK Fischer & Associates. "The financial plan is one piece of a business plan and the two need to be in sync. To get to this you need to define your strategic direction and what your financial as well as other overall business goals are for three to five years. This helps you determine what you need to do to hit the numbers that you are forecasting."

A financial plan needs to make sense based on what you need to get done in the next three to five years, states Fischer.

"A financial plan is a projection of your financials taking into account all business assumptions for your business," says Fischer. "A financial plan cannot be done in isolation without having some idea of how you are going to get to the numbers. A business plan is the implementation plan of your strategy; your goals and objectives for three to five years." >>

A financial plan includes the following components, says Fischer:

- Summary outlining the key findings of the financials overall and general assumptions, including what needs to get done to improve the current findings
- Analysis of past financials (three to five years)
- Inventory
- Break-even analysis
- Projected income statements (three to five years out) (first year should be by months, subsequent quarters)
- Projected balance sheet statements (three to five years out)
- Project cash flow statements
- Financial ratios

A business plan includes the following components, says Fischer:

- Executive summary – overview of the entire plan
- Company Summary
- Products and services summary
- Market analysis
- Marketing and sales strategy
- Management and personnel strategy
- Operational strategy
- Financial strategy

Whether to create your own financial plan or get outside help is very dependent on the skills of the business owner and whether they are a numbers person, says Fischer.

“In many cases, I find they should get the help of their accountant or a business consultant that has a focus in this area,” says Fischer.

RK Fischer and Associates, which has been in business for 13.5 years, focuses on small businesses with a focus on strategic consulting. Fischer notes that a complete business plan, including the financial plan, will be required if you are applying for grants or loans, looking for investors, are looking to acquire a business, or are looking to be purchased.

“Every business needs to set a strategic direction, usually get financing at one time or another, and needs a business plan,” says Fischer. “There is no difference in whether it is a construction company, carwash, convenience store, retail, or manufacturing; the business owner should know their business and what assumptions need to be made, such as seasonality, work hours, how many employees are available at what times, etc. The goal is to help them manage their finances and understand what they need to measure and look out for in their specific business in order to increase their revenues and reduce expenses wherever possible.”

Karen Fischer runs monthly webinars on business planning for small business and can be contacted at [www.rkfischer.com](http://www.rkfischer.com). A free financial plan template is available from BDC at [www.bdc.ca](http://www.bdc.ca).

**EVERY BUSINESS NEEDS TO SET A STRATEGIC DIRECTION, USUALLY GET FINANCING AT ONE TIME OR ANOTHER, AND NEEDS A BUSINESS PLAN.**



## **BDC offers the following six steps to create a financial plan:**

### **1 | Review your strategic plan:**

Financial planning should start with your company’s strategic plan, thinking about what you want to accomplish at the start of a new year and determining the financial impact in the next 12 months, including spending on major projects.

### **2 | Develop financial projections:**

Create monthly projections by recording anticipated income based on sales forecasts and anticipated expenses. Then, plug in the costs for projects identified in the previous step. It may be a good idea to seek advice from your accountant when developing your financial projections.

### **3 | Arrange financing:**

Use your financial projections to determine your financing needs. Well prepared projections will help reassure bankers that your financial management is solid.

### **4 | Plan for contingencies:**

What would you do if your finances suddenly deteriorated? It’s a good idea to have emergency sources of money before you need them. Possibilities include maintaining a cash reserve or keeping lots of room on your line of credit.

### **5 | Monitor:**

Through the year, compare actual results with your projections to see if you’re on target or need to adjust. Monitoring helps you spot financial problems before they get out of hand.

### **6 | Get help:**

If you lack expertise, consider hiring an expert to help you put together your financial plan.





# Dedicated Vent Pipe Can Help Optimize Fueling-System Venting Applications



By Ed Kammerer

I'm sure everyone is familiar with the phrase "any port in a storm," meaning that in some situations you don't necessarily need to find the perfect solution, just one that is able to satisfy your needs at that particular time.

In the world of retail fueling, specifically during the installation of an underground fuel-storage and dispensing system, this idea of "any port in a storm" can also be called "any pipe in a pinch." Namely, when the subject is the piping that is used for the venting of underground storage tanks (USTs), the default position for many suppliers and installers is to fall back on what has traditionally been handy – rigid, fiberglass-reinforced plastic (FRP) piping that was originally designed and listed for use in fuel-transfer applications.

While FRP fuel-transfer pipe possesses the versatility to take on the role of vent pipe, this "good enough" solution does have some drawbacks. First, rigid piping requires the field fabrication of the joints via glue kits, which adds time, cost and complexity to the installation. This is especially problematic in Canada when cumbersome and unreliable heat packs must be used to cure glue joints during adverse weather conditions. Flex pipe has also traditionally been available for fuel-transfer piping, but it costs more per foot than dedicated vent piping, which adds bottom-line cost to the installation. But with no dedicated and readily available option that was able to combine high-level performance with affordable cost, installers were forced to ride out the "storm" with what was on hand. Until now.

## The Case for Flexibility

Recognizing the market's need for a reliable, affordable flexible vent-pipe option, OPW Retail Fueling, Smithfield, NC, USA, developed the FlexWorks V20 Vent Pipe, which made it the newest member of its FlexWorks portfolio of fuel-transfer piping. This flexible vent-pipe solution is UL and ULc-listed for use with both tank-venting and vapor-recovery piping with all fuel types and alcohol blends for UST systems. The double-wall V20 Vent Pipe is available in two-inch diameter on either a 250- or 500-foot reel.

V20 Vent Pipe is orange in color so it cannot be mistakenly used for product piping and is constructed of similar materials as OPW's primary fuel piping. This includes fully bonded coaxial thermoplastic double-wall construction with a PVDF primary inner barrier and bonded extrusion of all layers. This enables it to meet the UL/ULC 971 standard that governs the use and operation of "non-metallic underground piping for flammable liquids" for both product and fuel vapour.

The vent pipe can be used with the same couplings, entry fittings and test-port plugs that are utilized on OPW's primary piping system, including the double-wall pipe (DPC) swedge-on and swivel bolt-on (SBC) couplings, "REF" Rigid Entry Fittings and integrated vacuum test ports that allow the system to be air-tested without disturbing any piping connections. This means no additional types of fittings need to be ordered for the job as the vent pipe utilizes all of the same fittings, tools and equipment that are used to install the product piping that is already on-site. >>

The stainless-steel fittings are corrosion-resistant, making them an ideal alternative for direct-bury fiberglass pipe. Additionally, with no need for field-fabricated pipe joints, the V20 flex vent pipe can be installed in long continuous runs between vent and pipe stacks, which makes the installation more environmentally sensitive and optimizes service life and long-term performance.

The new V20 vent pipe is also compatible with transition sumps, which provide secondary containment for UST piping connections that transition from underground to aboveground piping. In this case, they are used where UST vent lines transition to a vent stack, which allows for easy accessibility to the fittings. Additionally, transition sumps can be

used where aboveground storage tank supply lines transition to underground supply lines.

In this realm, OPW offers its PTS-4201 Transition Sump model. This weatherproof two-piece sump has a sump and lockable inspection-hatch lid constructed of non-corroding polyethylene, an exterior anchoring system and an internal riser stabilizer bar.

During installation, the V20 vent pipe would be run up through the transition sump via an entry fitting and double-wall coupling before being connected to the vent stack.

#### Conclusion

The new FlexWorks V20 Vent Pipe from OPW possesses the design and

operational capabilities to turn an “any port in a storm” UST installation into an “every port in a storm” system. Since it has been designed for venting applications, the V20 vent pipe offers a number of advantages over fuel-transfer pipe, which has often been a fallback option for field installers. The pipe’s flexibility and bonded-layer construction makes it ideal for venting applications and compatible with all motor-fuel classifications and alcohol blends, leading to a more targeted and cost-effective solution for fuel retailers who are looking to further optimize their operations. **■**

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

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# Gas And Dash:

## Ontario Considering Mandatory Prepay at Pump Legislation

By Angela Altass

Proposed *Protecting Ontarians by Enhancing Gas Station Safety to Prevent Gas and Dash Act*, 2023 legislation could make prepayment at gas pumps mandatory across the Greater Toronto Area (GTA).

Also known as Bill 88, the Act was proposed by Deepak Anand, member of provincial parliament (MPP) for Mississauga-Milton on March 29 and would amend the *Occupational Health and Safety Act* to add a new section to require customers to prepay for gasoline. It would apply to gas stations in the GTA and any other municipality that passes a resolution requesting the application of the section.

It would require GTA gas stations to affix a notice to any pumps with prepayment technology informing customers about the requirement and the owner of >>



**“In April 2021, a 66-year-old bystander was killed during a gas and dash near Woodstock. In September 2012, a Toronto gas station attendant was dragged for almost 80 metres by an SUV fleeing the scene after a gas theft.”**

the gas station must ensure that any new or replacement gas pumps have prepayment technology capabilities. It would provide a six-month grace period for gas stations to educate and inform customers and staff about the new policy. For the first year, the requirement would be that customers prepay for gas between the hours of 9 p.m. and 6 a.m.

Similar bills were introduced in Ontario in 2012, 2013 and 2020 but were unsuccessful at passing into law. The provinces of British Columbia and Alberta have prepayment legislation in place as does much of the United States.

Anand describes the Act as an important step towards making gas station workers feel safe.

“In Ontario, multiple lives have been lost,” states Anand. “For example, in April 2021, a 66-year-old bystander was killed during a gas and dash near Woodstock. In September 2012, a Toronto gas station attendant was dragged for almost 80 metres by an SUV fleeing the scene after a gas theft.”

According to statistics provided by Anand’s office, the cost to businesses of gas theft in Ontario was \$3.75 million in 2022, with 150 drive-offs per day on average.

Anand says that piloting the legislation in the GTA will help the province get user feedback and enable the modification of specific aspects if needed.

“We’re not forcing any non-GTA municipalities but we’re giving them the option to opt in,” says Anand. “They will have the flexibility to opt in by passing a resolution.”

The Convenience Industry Council of Canada (CICC) agrees that mandatory prepayment at the pumps is a good idea.

“The Convenience Industry Council of Canada supports prepayment as a means to keep employees safe,” says CICC President and CEO Anne Kothawala. “However, we take issue with the current bill in its format. We strongly believe that mandating prepayment in only the Greater Toronto Area will exacerbate the problem in

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neighbouring or bordering communities. In addition, permitting municipal councils to enforce prepayment at their discretion through a motion of council will create a patchwork of prepayment throughout the province that will be confusing for consumers and dilute the intent of keeping workers safe. We have shared these concerns, together with the Canadian Energy Marketing Association, directly with MPP Anand.”

The Ontario Convenience Store Association (OCSA) would like to see prepayment become law province-wide.

“There have been a lot of drive offs in rural Ontario,” says Dave Bryans, CEO, Convenience Store Association. “Big pickup trucks that fill up \$100 at a gas station at the side of the highway and race away costing the family that runs the site a lot of money.”

Bryans says that many gas stations in the GTA, Hamilton, Durham, York and Halton have started voluntarily implementing a prepay program while they wait to see whether Bill 88 becomes law.

At the time of writing this article, the bill had not yet received royal assent.

“Bill 88 is sitting in the justice committee right now and hasn’t been called yet for any committee work or consultation, which is a bit of a concern because this is what happened to the previous bill; it was passed and sent to the justice committee who didn’t do anything with it,” says Bryans. “We are encouraging all independents throughout the province to go ahead and implement prepay at the pumps but many of them are still reluctant because of customer backlash. If the government was to mandate that this is the new Ontario way of doing business, which we’ve seen in B.C. and Alberta, then it would be easier on the small, family-run sites.”

Anthony Magnini, owner of Gateway Gas Bar in Hamilton says he decided to voluntarily implement prepay at the pumps after dark.

“I will not jeopardize my staff,” states Magnini. “Gas pirating happens all the time but you are more vulnerable after

dark, especially if you don’t have the right cameras or it’s not lit properly. Our site is modern and has over 35 cameras so it’s very hard for them to come in but, still, we’ve had two since I opened in December. Prepay legislation should be right across the province because safety should come first. The majority of people are paying by credit card or debit anyway.”

Bryans says that every independent gas station in rural Ontario should consider implementing prepayment, at least after dark, especially if they are located close to highways or on outside pumps where it is easier for people to drive away.

“It is very hard on a family making six to eight cents a litre when someone drives off with 70 litres of gas,” states Bryans, who cautions gas station owners and staff not to try to pursue gas thieves for safety reasons. “Prepay at the pumps in every community would save businesses a lot of grief. Keep in mind, the big gas and oil companies don’t lose anything when people drive away; it’s the retail family and the small independent people >>

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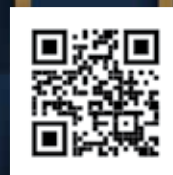
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who lose the money out of their pockets. It's their loss and I don't think they can continue to sustain losses of drive offs when you also add in labour costs and other business costs and inflation."

The Ontario Association of Chiefs of Police (OACP) are the driving force, in conjunction with OCSA, behind the pay at the pumps campaign, says Bryans. In 2018, the Ontario Association of Chiefs of Police board of directors passed a resolution in response to growing concerns by police leaders of the serious public safety impact of gas thefts. The resolution calls on the Province of Ontario to develop legislation or regulations to mandate the use of gasoline pumps equipped and activated with 24-hour-per-day prepayment technology.

"From a law enforcement perspective, drive-off or gas and dash thefts are a 100 per cent preventable crime," says Joe Couto, director of government relations and communications, OACP. "Such

crimes continue to increase in frequency and police services across Ontario must allocate police resources to respond to these crimes, impacting on their ability to respond to other community priorities."

Many police services are reporting a significant increase in gas theft crimes, says Couto.


"With close to 2,000 occurrences of theft of gas each year, York Regional Police officers and investigators spent more than 7,000 hours of time responding and investigating gasoline drive-offs, incurring costs that were estimated to be over \$600,000 per year," says Couto. "Given the nature of gas and dash thefts, an overwhelming majority or approximately 91 per cent of these occurrences in York region did not result in charges."

Peel Regional Police Chief Nishan Duraiappah told the Peel Region Police Services Board that his officers have gone to approximately 21,000 gas and

dash drive-offs over the last five years. The Region of Halton continues to experience a steady increase in the frequency of gas drive-offs with a 31 per cent increase between 2019 and 2020, says Couto.

"While the impact on our police services is serious, it must be kept in mind that gas and dash crimes have already resulted in tragic deaths of workers at service stations," states Couto.

OACP will continue to advocate for the Government of Ontario to support legislation making prepay at gas pumps mandatory, says Couto and Bryans is encouraging all gas station owners to speak up to their local MPPs about the problem.

"What we hear from MPPs when we go to Queen's Park is that they never hear from the local stations in their communities saying there's a problem," says Bryans. "In Ontario, there are about 6,200 family-run independent stores and gas stations and it's time more of them spoke up." 



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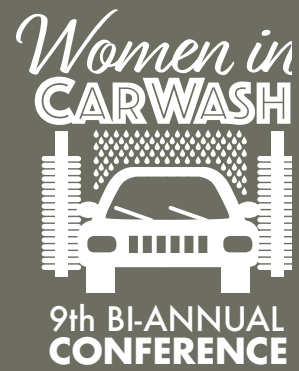
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# Women in Carwash Conference Set for January

The 9th Women in Carwash conference is scheduled for January 15 – 17, 2024, at the beautiful B Ocean Resort in Fort Lauderdale, Florida.

[www.womenincarwash.com](http://www.womenincarwash.com)

If you haven't attended a previous Women in Carwash conference, and you are a woman working in the carwash industry, organizers of the event encourage you to join women from across North America for two-and-a-half days of educational workshops, networking, and fun.

For those wanting to know more about carwashing and the inner workings of equipment, beginning at 8 a.m. on Monday, January 15, join like-minded women at Sonny's Car Wash College and get your hands dirty. That's right; attendees will have a choice of two levels of hands-on training:


- **Car Wash 101:** A walk-through of each component in the carwash, how it works, the direction brushes turn, the rpm's they turn at, how chemistry pumps operate, where and why high-pressure equipment is used, etc. This session is for newer-to-the-industry women who have spent little time around the equipment itself and for those who work in the industry but not directly at the washes.

- **Rip and Tear:** Have you ever wanted to tear apart and rebuild a conveyor? How about a high-pressure pump or a top brush? Here's your chance! Sign up for the *Rip and Tear* class and work shoulder to shoulder with Sonny's techs, learning the most efficient ways to make common repairs to carwash equipment. Don't have Sonny's equipment? Approximately 90 per cent of all information will be transferable to all makes of tunnel equipment.

The conference officially opens later that day with a cocktail reception followed by a sit-down dinner and keynote speaker, Katie Balash of Vaughan Industries, who will speak about the *Power of Perception*.

With a focus on personal growth and health and wellness, Tuesday morning begins bright and early with *Yoga-On-The-Beach*. Once everyone has limbered up, it's back inside for a hearty breakfast and the opening general session featuring Connie-Lee Bennett, who will discuss *Strength Versus Vulnerability*.

Workshops for the duration of the conference will include *Predictive Intelligence; Emotional Intelligence; How To Create Your Aha Moments With Your Business Writing; Setting Your Carwash Up For Financial Success; Navigating HR Trends; Social Media Marketing; Five Effective, Efficient and Cost-Effective Solutions for Carwash Safety; Community Engagement; Sexual Harassment; Human Resource – Diversity, Equity and Inclusion Hiring and Training; and, Health & Wellness – Why You Need to be Your Priority*. After the success and inspiration gained at the previous Women in Carwash conference, an executive women's panel discussion will take place with some of the industry's leading women.

Karen Hutton, president and CEO of ModWash and Hutton Build will close out the conference, offering insights into women-led businesses and what it takes to get to the top and stay there. Hutton's "I can do this" attitude has inspired her team for more than 24 years. 





# Serving Up Excellent Customer Service in Savanne



By Angela Altass

**Excellent customer service** will get your store noticed. Word of mouth, or these days social media, can attract new customers to your location.



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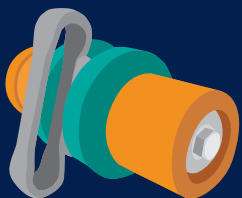
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**A business in** Savanne, Ontario, which offers convenience, gas, LCBO and a restaurant, impressed a writer for CBC so much that he wrote an article about his experience there. With the headline *My Tank and Spirits Were Filled at a Gas Station on a Lonely Stretch of the Trans-Canada Highway*, the article by Stephen Douglas shares a story of how a challenge using the gas pump turned into a story of trust, kindness and mutual respect that made his journey from Toronto to Vancouver more pleasant.

Douglas noticed the gas pump at the Savanne location was putting gas into his vehicle without a readout of the amount being pumped. He went inside to tell the staff of the problem. To his surprise, he was told to “pay whatever you feel is the correct total.” He was also offered a coffee and decided to have breakfast at the restaurant. When he went to pay for his meal, he was informed by the business owner that “we could not see the readout but we can tell from the difference in volume pumped

that you purchased \$5 less fuel than you believed. So, please, if you are ok with this, there is no charge for your breakfast.” Douglas notes that he knew that what he ordered was worth more than \$10.

“We were happy,” says business co-owner Deepak Marwaha, when asked how he felt about the article. “He truly wrote whatever thoughts he had for us.”

Marwaha, who owns the business with his friend Rajeev Kumar, was working at the location on the day that Douglas visited the Esso gas station.

“We are running this business into its’ third year,” says Marwaha. “My friend owned it and when I visited him, I started helping him to source things and finally circumstances got me involved as a partner. We branded it as Pitstop Retreat but have not started any advertising with that name. People know us as the Esso gas station and Fill n Chill restaurant, serving Indian and Canadian food. The most promising thing is that we get business as well as

thanks and blessings from people for quality service.”

Getting supplies and hiring staff are challenges that the business owners face but they are enthusiastic about the future and are making improvements to the existing facilities.

“We are working on improvements to the outside and have also done renovations to the interior as well,” notes Marwaha. “For service and quality, we are always ready with willingness, honesty and dedication. I hope more people who will travel on this route will spare some time to check in and we are confident to serve them to satisfaction.”

If you find yourself travelling along Highway 17 near Thunder Bay, Ontario and come across an Esso gas station with a Fill n Chill restaurant and a convenience store in Savanne, stop by and say hello to the owners and be ready to be greeted with a smile and experience some warm hospitality and outstanding customer service. **LC**

# Host 2023 becomes more and more a knowledge hub thanks to more than 800 scheduled events.



**Milan** – It has always been the reference event for previewing innovative and sustainable products and concepts, and for bringing together supply and demand in the professional hospitality supply chain. And in the latest editions – number 43 is scheduled to take place at fieramilano in Rho from October 13 to 17 – HostMilano has also increasingly become a knowledge hub that anticipates trends, presents data, and engages visitors in exciting challenges and championships thanks to a more than 800 scheduled events.

Sustainable innovation will be in the spotlight, together with events that respond to the diverse demands of operators, ranging from championships and show-cooking to conferences and seminars and professional refresher courses.

## **Smart Label: beyond trends**

Program highlights include the awarding ceremony of Smart Label – Host Innovation Award, promoted by HostMilano and Fiera Milano in partnership with POLI.design and sponsored by ADI - Industrial Design Association. In just six editions, Smart Label has become the global benchmark for innovations that make a real change in the industry.

## **Professional catering and bakery prepare for the future**

Lifelong training is in the forefront in the food service equipment schedule. The Smart Food - Smart Chefs - Smart Future events will represent a roadmap of ingredients, people and sustainability outlined by APCI - the Italian Professional Chefs Association where the main feature will be APCI Chef Lab, the “smart” evolution of the APCI Chef Italia National Team.

## **From bar to pastry, challenges reveal new trends**

Conversations at the highest level on trends and new techniques for the pastry industry will be held at the Luxury Pastry in the World by Iginio Massari: “the master of masters” returns after the great success of the 2021 edition with a hub dedicated to the most creative and innovative pastry-making, which will host demonstrations, tastings and talks by more than 20 of the most important pastry chefs on the international scene, including Michel Belen Albi, Markus Bohr, Pierre Marcolini, François Stahl and Andrea Zanin.

In the coffee world, events organized by AICAF - the Italian Academy

of Coffee Masters and ALTOGA - the National Association of Coffee Roasters and Importers and Food Wholesalers - are back. Coffee Addition, featuring a roadshow format across booths with Gianni Cocco and challenges among baristas are particularly noteworthy: in the Italian Coffee Grand Prix, baristas and coffee shop operators not only from Italy but also from AICAF member countries Croatia, Morocco, and Mexico will compete.

## **The upgrade for design professionals**

Previews of future design offered by the exhibition layout will be accompanied by appointments in the schedule of events. Alongside Smart Label, a cross-sector award but of particular relevance to this area, again in collaboration with POLI.design, Design Talks will be refresher seminars dedicated to architects and hospitality experts ranging from topics such as user experience, sensory design and wellness to the challenges of sustainability.

HostMilano will be held at fieramilano from 13 and 17 October 2023.

For updated information: [host.fieramilano.it](http://host.fieramilano.it); [@HostMilano](https://twitter.com/HostMilano).



## What's New



### OPW Retail Fueling Introduces New FlexWorks Vent Pipe

OPW Retail Fueling, a global leader in fluid-handling solutions, is excited to launch the newest member to its FlexWorks family of fuel-transfer piping: FlexWorks V20 Vent Pipe. This is a flexible vent-pipe solution that is UL and ULC-listed for use with both tank-venting and Stage II vapor-recovery piping with all fuel types and alcohol blends for Underground Storage Tank (UST) systems.

"In response to the extended lead times with fiberglass and other rigid vent-piping systems, we felt it was time to offer a readily available piping system for use in UST-venting application found in retail and commercial refueling sites," said Ed Kammerer, director of marketing and global product strategy for OPW Retail Fueling. "Flex pipe has been used in venting applications for many years, but installers have always used the same pipe designed and listed for liquid fuel transfer. We can now offer a flexible pipe specifically designed for venting applications. This allows customers to purchase vent piping at a much lower cost per foot than that of pipe used for liquid fuel, saving them significant cost in the installation of a new UST system."

OPW Flexworks V20 Vent Pipe is made with the same legendary construction and materials as its primary fuel piping. This includes a PVDF liner and bonded extrusion of all layers. The OPW FlexWorks Vent Pipe features double-wall construction and is available in two-inch diameter on either a 250-foot or 500-foot reel. The new V20 vent pipe is orange in colour so it cannot be mistakenly used for product piping. The vent pipe can be used with the

same couplings utilized on OPW's primary piping system, including the DPC swedge-on and SBC bolt-on double-wall couplings. These stainless-steel fittings are corrosion-resistant, making them an ideal alternative for direct-bury fiberglass pipe.

"The great thing about a flexible vent pipe is that you get all the advantages of a flexible product-piping system with a lower price point," added Kammerer. "You do not have to mess with troublesome glue kits or welding pipe joints found in traditional rigid vent systems. It gives you the ability to install continuous pipe runs with no buried pipe joints underground. Anytime you can bury a pipe run underground without field-fabricated joints, it is a huge advantage in environmental protection and long-term performance of the piping system."

Fuel marketers can now install their complete underground piping system, both product and vent, with components from one manufacturer. The new OPW Flexworks V20 Vent Pipe is in stock and available for immediate delivery.

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



### OPW Retail Fueling Launches New TSE Tank Sump

Smithfield, NC — OPW Retail Fueling, a global leader in fluid-handling solutions, is pleased to announce the creation and availability of its new fiberglass TSE Tank Sump. The TSE Tank Sump is a cost-effective and time-efficient solution for fuel retailers who are looking to optimize performance in their fuel-handling and storage systems. It is the latest model in OPW's E-Series family of fiber-glass containment sumps, all of which are constructed via the Sheet Molding Compound (SMC) manufacturing process that produces products of premium quality and extraordinary value with short delivery lead times. OPW has brought the SMC process, which is typically used in the premium spa and automotive industries, to the retail-fueling industry to achieve that same high-quality fiberglass standard.

"The TSE stands alongside OPW's DSE Dispenser Sump as the only fiberglass sumps to feature smooth walls on both the inside and outside, resulting from OPW's groundbreaking use of SMC technology within the retail-fueling industry," said Ed Kammerer, director of marketing and global product strategy

for OPW Retail Fueling. "This advanced process enables a uniform wall thickness and smooth sides that allow entry fittings to bond more effectively and reliably, creating a water-tight seal that helps prevent leaks and other maintenance needs while extending the service life of the sump."

The TSE tank sumps are available with collar-ring or solid-bottom mounting options with seal kits available for both types. The tank sump features two cover styles, a compression seal lid, or a watertight lid that seals on a stainless-steel ring with locking L-handles.

"There's this idea in the sump-manufacturing industry that products can provide quality, speed, or value, but never all three," added Kammerer. "The TSE Tank Sump, as well as the entire E-Series product family, debunks this myth by offering best-in-class quality, faster lead times, and affordability without sacrificing value."

For more information on OPW Retail Fueling products and expertise, please visit [opwglobal.com/opw-retail-fueling](http://opwglobal.com/opw-retail-fueling).

## What's New

### DFS Partners with GRUBBRR to Launch Self-Ordering Solution for C-stores and Fueling Stations

DOWNS GROVE, Ill./PRNewswire/ – Dover Fueling Solutions, a part of Dover and a leading global provider of advanced customer-focused technologies, services and solutions in the fuel and convenience retail industries, recently announced a new partnership with GRUBBRR, a cutting-edge provider of self-ordering technology. The partners will launch a self-ordering solution, DX Market powered by GRUBBRR, within the DFS Anthem UX platform on the Wayne Ovation fuel dispenser.

DFS's collaboration with GRUBBRR will generate increased revenue for fuel retailers by providing them the opportunity to offer customers the convenience of ordering food and shopping for products while pumping gas. DX Market powered by GRUBBRR will also enable retailers to offer customizable promotions and upsell opportunities with video and static

content. This cutting-edge experience delivers on the transgenerational consumer expectation that fueling stations are becoming increasingly automated and featuring more self-checkout options, revealed in DFS's Future of Fueling Trend Report.

"DFS Anthem UX platform is a powerful tool for retailers to drive foot traffic into their stores and increase sales for promoted items," said Kurt Dillen, VP global business development at DFS. "Integrating GRUBBRR's self-ordering technology into DFS's Anthem UX platform, DX Market will enable customers to make purchases before stepping into the store, allowing for a quicker, more streamlined experience and increased satisfaction. With many gas station owners making a majority of their money in retail, we expect a meaningful impact on revenues."

"To maximize profitability, merchants need to reduce friction in the checkout process and engage consumers in new and innovative ways," said Sam Zietz, CEO of GRUBBRR. "Our software is designed to streamline the ordering process and provide a seamless customer experience, creating a one-stop-shop solution that empowers retailers to grow revenue through improved consumer retention and increased basket size."

"As a customer-centric company, DFS seeks to enhance the fueling experience and provide value-added solutions," said Kendra Keller, vice president and general manager, North America at DFS. "The integration of GRUBBRR's self-ordering software into the Anthem UX reinforces our commitment to providing our customers with the best overall experience while at the pump. The self-ordering solution also simplifies the order fulfillment process for store operators, improving operational efficiency for the benefit of not only the consumer, but the retailer as well."

"Consumers expect frictionless shopping experiences, both online and in-store," said Farshad Tafazzoli, chief strategy officer at GRUBBRR. "We're honoured to be selected by DFS as their self-ordering solution to enhance consumer convenience. As gas stations and convenience stores make this digital transition, GRUBBRR is proud to optimize the customer journey."

DX Market powered by GRUBBRR is set to roll out initially in select fuel stations across the United States, with plans for global expansion in the future. For more information, visit <https://www.doverfuelingsolutions.com/dfs-dx-market>.

### Big Chief Meat Snacks New Products



#### Jamaican Style Jerk 80g

The fusion of different culinary influences often leads to innovation, and Jamaican cuisine is renowned for its vibrant and bold flavours. By infusing these distinctive Jamaican flavours into a popular snack like beef jerky, it provides a one-of-a-kind taste sensation that distinguishes it from traditional beef jerky flavours.

In a saturated market, the introduction of Jamaican-flavoured beef jerky can help a brand stand out from competitors. With its unique and exotic flavour profile, it appeals to consumers seeking something exceptional and memorable. This differentiation proves advantageous in capturing a specialized market segment and establishing a competitive edge.

Overall, the introduction of Big Chief Meat Snacks Jamaican Style Jerk beef jerky product can be considered an innovative approach that caters to the evolving preferences of consumers, promotes cultural diversity, and delivers a distinctive flavor experience within the snack industry.

#### Mini Beef Sticks 80g

The mini beef stick product can be considered an innovation for several reasons:

- 1. Convenience:** The mini beef stick offers a convenient and portable snack option. Its small size makes it easy to carry and consume on the go, making it ideal for busy individuals or those looking for a quick protein boost during their day.
- 2. Portion control:** The mini beef stick allows for better portion control compared

to larger beef sticks or other snack options. It provides a smaller serving size, which can be beneficial for individuals who want to manage their calorie intake or have specific dietary requirements.

**3. Healthier alternative:** The mini beef stick products are made from 100 per cent Canadian beef and have no fillers or casing. They can be a healthier alternative to other processed snacks that are a blend of pork and beef.

**4. Protein-rich:** Beef sticks, including the mini versions, are typically high in protein. Protein is an essential macronutrient that supports muscle growth, helps with satiety, and provides sustained energy. The mini beef stick product can be a convenient way to incorporate protein into one's diet, especially for individuals who are active or have increased protein needs.

**5. Snacking trends:** The mini beef stick product taps into the growing trend of convenient and healthier snacking options. As more people seek nutritious on-the-go snacks, the mini beef stick offers a compact, flavourful, and protein-rich choice that aligns with these preferences.



## B2B Marketing Firm DeanHouston Honored by Inc. 5000 for Continued Growth

COVINGTON, KY – DeanHouston, Inc., one of the nation's largest B2B marketing firms, recently announced that it was named to the prestigious Inc. 5000 list of fastest-growing privately held companies in the United States for the sixth time. Earlier this year, the firm was also named to the Cincinnati Business Courier's Fast 55 Award for the fifth time – celebrating the 55 fastest-growing companies in the Greater Cincinnati Region.

"We are very honored to receive this prestigious Inc. 5000 recognition," said Dale Dean, founder of DeanHouston. "Growth is always exciting because it is a testament to the out-standing performance, client-first devotion, and talent of our incredible people! They ensure our clients are the center of the universe and deserve all the accolades for this impressive achievement."

DeanHouston celebrated its 35th anniversary in July, enjoying considerable growth since its inception in 1988. What started as a humble office in Cincinnati is now 90 employees with five offices across the United States in Covington, KY, Hamilton, OH, Rancho Cucamonga, CA, Orland Park, IL, and Nashville, TN, and two strategic partnerships overseas in Germany and China.

"When you look at the small number of businesses that successfully stand the test of time, it's remarkable what DeanHouston has accomplished in the past 35 years," said Jason Kaple, DeanHouston CEO. "We're proud to earn the distinction on prestigious lists like Inc. 5000 and the Fast 55, but we truly achieve these distinctions only by remaining focused on what matters most

– helping our clients and people succeed. As they succeed, Dean-Houston succeeds!"

For more information about DeanHouston, please visit [deanhouston.com](http://deanhouston.com).



DEANHOUSTON+

## Hydro Announces Release of HydroMinder HP System. Builds on HydroMinder technology to Create High-Pressure Chemical-Dilution System for Vehicle Washes



CINCINNATI, OH – Hydro, a world leader in developing standard-setting chemical-dispensing and dosing solutions for the facility cleaning, janitorial/sanitation, laundry, kitchen, animal health, vehicle wash, horticulture, laundromat and industrial markets, is pleased to announce the development of its new HydroMinder HP chemical-dilution system for use in tunnel vehicle wash systems.

Building off the design and 30-year history of success of Hydro's HydroMinder float-based chemical-dilution system, the HydroMinder HP is our first "high pressure" (hence, the "HP" in the name) chemical-proportioning system. The venturi-injector-based, multi-channel design enables the HydroMinder HP to deliver premier chemical-dilution accuracy. HydroMinder HP's chemical-dilution performance is 11 per cent more accurate on average compared to competitive systems on the market today.

A typical HydroMinder HP system features five or seven single-sized coaxial valves per panel and a variety of injector assemblies with flow rates ranging from 0.75 to 12 gallons per minute (GPM). The standout benefit of this multi-valve design is that the HydroMinder HP essentially never needs to be shut down in order to change valves or change out chemicals. This means less wash down-time, resulting in higher and more consistent throughput rates, which is a crucial advantage on busy wash days.

Other features and benefits of the HydroMinder HP system include:

- Back panel, valve bodies, valve manifold and manifold fascia constructed of 11-gauge stainless steel, making them resistant to corrosion, which extends service life
- Self-priming floor-mounted pump that features stainless steel housing and impellers that has a capacity of 20 gallons per minute (GPM)
- Metering tips that allow for consistent disbursement of chemical dosages, reducing the need for continuous adjustment
- Kynar composite injectors are designed for maximum chemical compatibility and deliver reliability, longevity and reduced maintenance,
- Ability to work with most common trigger voltages, including 24 VAC, 24 VDC and 110 VAC
- Compact footprint that reduces space requirements in cluttered backrooms

To learn more about the HydroMinder HP or any of Hydro's other chemical-dispensing and dosing products and systems, visit <https://www.hydrosystemsco.com/products/hydrominder-hp.html>.

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**We can't wait to see you in January!**

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Brenda Jane Johnstone  
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