

# Convenience&Carwash

MAY/JUNE 2025

🍁 CANADA



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## UPCOMING EVENTS

June 17–19, 2025  
**PEI Women Conference**  
Miami, FL  
[www.pei.org/women-event/](http://www.pei.org/women-event/)

June 18–20, 2025  
**Washington Energy & Convenience Store Convention**  
The Davenport Grand, Spokane, WA  
[www.wpma.com/washington](http://www.wpma.com/washington)

July 20–22, 2025  
**Oregon Fuels Association**  
Sunriver Resort, Sunriver, OR  
[www.wpma.com/oregon](http://www.wpma.com/oregon)

July 30–Aug 1  
**2025 IPM&CSA Sun Valley**  
Sun Valley, Idaho  
[www.wpma.com/idaho](http://www.wpma.com/idaho)

Aug 19–21, 2025  
**NMPMA Sundia Resort & Casino**  
Albuquerque, NM  
[www.wpma.com/new-mexico](http://www.wpma.com/new-mexico)

Aug 26–30, 2025  
**National Convenience Week**  
<https://convenienceindustry.ca/>

Sept 9–11, 2025  
**UPMRA**  
The Sheraton Park City Hotel, Park City, UT  
[www.wpma.com/utah](http://www.wpma.com/utah)

October 6–8, 2025  
**Northeastern Regional Carwash Convention**  
Atlantic City, NJ  
[www.nrcshow.com/](http://www.nrcshow.com/)

October 14–17, 2025  
**NACS Show**  
McCormick Place Convention Centre, Chicago, IL  
[www.nacsshow.com/](http://www.nacsshow.com/)

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

Feb 17–19, 2026  
**WPMA Expo MGM Grand**  
Las Vegas, NV  
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## Wow, what a spring we've had so far. Elections, hockey games, and more. Welcome to spring, everyone!

As we move into the warmer days it's time to brush up on your hiring strategy for there are students ready for what might be their first job, and it's up to you, as the owner or manager, to not only hire the best of the best but to teach them, train them, and ready them for the "real world" and all this entails. Whether this be customer service excellence or taking that step and asking peers for their ID. Students come for these jobs, not only for the cash, but for experience and personal development. Take time to be present in shaping our youth; it matters.

Moving into spring also provides opportunities to reevaluate your business and contemplate your needs for those upgrades and improvements. National Retail Solutions offers insight into *How Merchant Cash Advances Drive Business Growth* that walks operators through the process so you can decide what's best for you and your business.

The warmer days also bring out the local kids from your neighbourhood as they leave the soccer pitch or baseball diamonds on their way home from games. To ensure that you have the best selection of cold and frozen beverages and that you're stocking healthy snacks to quench the thirst and snack attack, we detail new equipment and new product offerings to help you stay on top of the mound and keep them coming back, game after game.

Local sports teams and community organizations provide you and your company with an opportunity to promote and support local by giving back with donations or sponsorship of the local sports teams. Your support will help spread the word about your company and help kids in your community.

This edition, we've got you covered with editorials that bring you ideas for designing a new carwash build, to carwash door insights, then part II of our car wash social media campaigns, propane training programs and more.

As we move toward the dog days of summer, 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 there is a topic you'd like to have featured, or if you have questions, or perhaps you need an introduction, please feel free to email me at [bjjohnstone@convenienceandcarwash.com](mailto:bjjohnstone@convenienceandcarwash.com) or call 204-489-4215.

Brenda Jane Johnstone PUBLISHER

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## Fill Up the Slush Machine

Fill up the slush machine and stock up the coolers – summer is around the corner! As the weather starts to heat up in Canada thoughts turn to summertime and sunshine and, in this issue, *Convenience & Carwash Canada* takes look at cold and frozen beverage options with the article *Heating Up Sales with Cold and Frozen Beverages*.

Convenience stores are top of mind for frozen beverages – those slush drinks, whether carbonated or non-carbonated – which youngsters, and those who are young at heart, will be craving during the hot hazy summertime. Anyone who has a child who participates in summer sports probably knows that a stop for a slush drink – whether it is to celebrate a win or console a defeat – can quickly become a post-game routine. The latest frozen beverage machines can entice customers with multi-flavour options, often enticing customers to add soft serve ice cream, brand name candy or soda pop into the mix. For the Gen Z crowd, who may be looking for something more sophisticated than a slush drink, iced or cold coffee can grab their attention. The right equipment can offer them a café-quality drink that will keep them returning again and again. With that coffee purchase, they might also consider buying a snack. The article *Grab-and-Go Snacks Made Healthier* can provide some ideas on items that can encourage those spontaneous purchases.

The article *It's Summertime Hiring Season – Why Onboarding is so Important* delves into welcoming new employees. This is an article you will want to read, especially when hiring seasonal staff for the summer season.

As we approach summer, make sure your store is stocked with seasonal items that will attract those customers who are looking to beat the heat with a cold or frozen beverage or grab a quick snack or meal enroute to a vacation, activity or special event.

Whether you are the destination of choice for neighbourhood families or a stop along the way in a road trip, summer is a great time to introduce yourself to new customers and rekindle relationships with existing ones.

Angela Altass  
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### AWARDS





# CASH FAST CAPITAL: HOW MERCHANT CASH ADVANCES DRIVE BUSINESS GROWTH



BY **ELIE Y. KATZ**  
President and CEO,  
National Retail  
Solutions (NRS)

*Many entrepreneurs face dual challenges of increasing operational costs and fluctuating sales patterns. When time-sensitive opportunities require immediate capital, merchant cash advances offer a flexible funding alternative to conventional financing options.*

**Merchant cash advances** provide working capital by giving you funds upfront for a portion of your future revenue. Business owners needing quick access to funds without the constraints of traditional bank loans find this financing solution particularly attractive for their immediate needs and long-term growth objectives.

#### How It Works

Cash advance financing delivers a lump sum capital injection to your business, typically within 24-48 hours after approval. Unlike traditional loans, this funding option eliminates fixed monthly payment requirements and extensive application processes. Instead, you agree to remit a percentage of your daily or weekly sales until the advance plus a factor fee is fully repaid. This performance-based repayment structure harmonizes with your business's natural cash flow, allowing higher payments during strong sales periods and reduced payments when business slows.

Qualification for merchant cash advances primarily depends on your business's deposit strength rather than collateral or perfect credit history. General requirements include maintaining average monthly deposits of at least \$15,000, six months of minimum business operation, completing



**ONE COMPELLING BENEFIT OF CASH ADVANCE FINANCING IS ITS ADAPTABILITY. WHILE MANY TRADITIONAL LOANS RESTRICT FUND USAGE, MERCHANT CASH ADVANCES CAN BE APPLIED TO VIRTUALLY ANY BUSINESS REQUIREMENT.**



a straightforward application, and providing recent bank and processing statements. Once approved, the funding can be allocated to any business need. The expedited, simplified funding process represents a significant advantage over traditional loans, making capital more accessible to a wider range of businesses. Small business owners who struggle with stringent bank requirements often find relief in this alternative funding solution.

### Using Your Funds

One compelling benefit of cash advance financing is its adaptability. While many traditional loans restrict fund usage, merchant cash advances can be applied to virtually any business requirement. This flexibility empowers you to direct capital

where it delivers maximum impact without having to justify your decisions to lenders or meet specific usage criteria that might not align with your current business priorities.

Whether you need to replenish inventory, expand your workforce, modernize technology, or implement new marketing initiatives, a cash advance provides the freedom to invest according to your specific business needs. This versatility proves especially valuable in the commercial landscape, where quick adaptation can determine business success. Retailers can stock up before busy seasons, restaurants can upgrade equipment during slower periods, and service businesses can invest in expansion opportunities without

delay or authorization processes that might cause them to miss critical market windows.

### Making Smart Investments

Developing a strategic implementation plan is essential to maximize the benefits of a merchant cash advance. Before applying, identify business areas with the greatest growth and profitability potential. Careful planning ensures that the capital produces returns sufficient to cover the advance costs while generating additional profit for your business.

If specific products consistently generate high demand, using cash advance funds to increase inventory could substantially boost sales. Similarly, if expanding to new locations or launching e-commerce capabilities aligns with your business strategy, a cash advance could provide the necessary capital to realize these goals. Many businesses use merchant cash advances to bridge temporary cash flow gaps while implementing longer-term revenue-generating strategies.

Focus on investments generating strong returns that facilitate comfortable advance repayment while driving business growth. Strategic, proactive fund management positions your business for long-term success. Analyzing past sales patterns and future projections helps determine whether the investment timeline aligns with your repayment schedule.

### Is This Right for You?

Cash advance financing provides valuable funding solutions in numerous scenarios:

- Acquiring inventory for seasonal demand spikes
- Expanding to additional locations or sales channels

- Upgrading essential equipment or technology
- Launching revenue-generating marketing campaigns
- Stabilizing cash flow during predictable slow periods

Success hinges on having a clear strategy for increasing revenue and profits to support advance repayment. Businesses with consistent sales that periodically require capital infusions for growth initiatives typically benefit most from merchant cash advances.

### Pros and Cons

Merchant cash advances offer several distinct advantages over alternative funding options:

- Rapid funding deployment, often within 24-48 hours
- Streamlined application procedures
- Unrestricted fund utilization
- Emphasis on sales performance rather than credit history
- Scalable repayment structure aligned with sales volume

Businesses should consider their profit margins when determining if the advance costs align with their financial model. With the right cash advance arrangement, you can immediately begin investing in your business's future growth and success, transforming short-term funding into long-term prosperity while maintaining the operational flexibility essential in today's competitive marketplace.

### Taking the Next Step

If your small retail business has been active for at least six months and averages \$15,000 or more monthly deposits, you could be eligible for a cash advance from NRS Funding. Ready to see if you qualify? Call us at (800) 212-1477, visit our website, or email us at [funding@nrsplus.com](mailto:funding@nrsplus.com). Our team is ready to guide you through the easy application process and answer any questions.

Don't let financial constraints hold your business back. Contact NRS Funding today to learn more about how we can support your success and help your business thrive. 

*Elie Y. Katz is the president & CEO of National Retail Solutions (NRS), which operates thousands of point-of-sale terminals across the USA and Canada, offering NRS Pay credit card processing to small and mid-size independent retailers. For more information, visit NRSPlus online or call (888) 541-1073*



BY ANGELA ALTASS

# HEATING UP SALES WITH COLD AND FROZEN BEVERAGES

**Cold and frozen beverages** can heat up convenience store sales, especially during the hot, hazy days of summer.

"The frozen carbonated beverage (FCB) category is still a top program in convenience store food service, being a desired product with large margins," says Chris Midbo, sales, marketing and new business development, Western Refrigeration. "The frozen drink category is one of the largest volume items and most profitable categories in the store plus it is continuing to grow. It is also a traffic driver into the store. A good program, with flavour selection, becomes a destination for customers and most customers don't only leave with the drink but it is often accompanied by other products, such as sweet and salty snacks."

Western Refrigeration offers a wide selection of FCB machines, including new multi-flavour units, all of which are self-serve and come in countertop or floor console models.

"For example, the high capacity 772 MFLV unit has a footprint that is only 17 inches wide but can produce up to 32 different flavour combinations from a two-barrel freezer," says Midbo. "Each barrel has the capacity to add into the drink, as it is being dispensed, up to four different flavours."

When considering FCB machines for their stores, convenience store owners should look at the quality of the equipment and the support that is available after the units have been installed, says Midbo.

The frozen carbonated beverage category is the most profitable item in any convenience store, bar none, says Judi Saliba, senior sales executive, TFI Food Equipment Solutions Inc.







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"Successful operators continue to see double-digit sales growth, despite the maturity of the category," says Saliba. "For a convenience operator, it is both a destination product and extremely profitable. Flavour selection is key. Consumers love to mix flavours and the more flavours available to the consumer, the higher the sales."

Equipment durability, ease of operation for the consumer, and service support availability are all factors to take into consideration when choosing FCB equipment, says Saliba, adding that continuous design improvements and quality enhancements are the cornerstone of Taylor equipment.

Slush drinks of all kinds remain popular, notes Jim Jackson, president, Adept Food and Beverage, adding that integrating frozen beverage into your store's offerings can significantly enhance customer satisfaction and boost profitability.

The global frozen drinks market was valued at approximately USD \$39.78 billion in 2023 and is projected to reach USD \$64.36 billion by 2031, growing at a compound annual growth rate of 6.2 per cent during this period, states Jackson. The category attracts people of all ages: Parents who are seeking affordable treats for their children, teens and young adults who like trendy and visually appealing products, and many adults also enjoy frozen beverages as a nostalgic indulgence, especially when unique or premium flavours are available.

The story of cold beverages isn't complete without mentioning the continued growth of cold coffee.

"Canadians love their coffee and, more than ever, they're craving it cold," says Breanne Bannerholt, marketing manager, DSL Edmonton. "The cold coffee >>



**GEN Z DRINKS  
OVER FIVE TIMES  
MORE COLD COFFEE  
THAN BOOMERS.  
EVEN STARBUCKS  
HAS NOTED THAT  
COLD BEVERAGES  
NOW ACCOUNT  
FOR 75 PER CENT  
OF THEIR DRINK  
SALES AS OF LATE  
2022. – BANNERHOLT**



category is up 10 per cent, according to the Canadian Coffee Association, while other categories are holding steady.”

The shift to cold coffee is being driven by younger consumers, says Bannerholt. “Gen Z drinks over five times more cold coffee than Boomers. Even Starbucks has noted that cold beverages now account for 75 per cent of their drink sales as of late 2022.”

Convenience stores are also stepping up to meet this trend, says Bannerholt, by offering fresh, barista-style coffee and espresso-based beverages with speed and convenience.

“With the right equipment, c-stores can now deliver café-quality drinks that meet evolving tastes,” says Bannerholt. “For example, the Franke A1000 FLEX is built to meet that demand by serving up to 300 cups per day. Our customer base spans the convenience retail landscape, including national brands like Petro-Canada, Esso, Shell and Canco, as well as local ma-and-pa stores throughout Western Canada.”

Frozen beverage trends are all about customization, bold flavours, and social media appeal, says Bannerholt, who notes the following as what’s hot in cold beverages in the c-store world:

- **Multi-flavour slushies and mix-ins:** Customers love to customize. Machines paired with a flavour burst system can offer up to 12 flavours in a compact footprint. Start with a neutral base (like Sprite or 7-Up) and let the customer add their favourite flavours.

- **Layered drinks and combo creations:** Think slush + soft serve, a popular trend seen in programs like Circle K’s Froster Swirl or Federated Coop’s Big Cools Twist. These eye-catching treats are perfect for social sharing and impulse buys.
- **Seasonal & limited-time flavours,** like cotton candy in summer or candy cane in winter, create excitement and drive repeat visits.
- **Social Media influencers:** Secret menus and menu hacks drive customers into stores and help cross-promote products.
- **Private label and branded collabs:** Big names are partnering with candy and soda brands to create exclusive offerings like a Nerds slush or Mountain Dew Froster – a great way to boost brand loyalty.
- **Loyalty programs:** Pair your frozen drink station with digital signage and loyalty programs to really drive traffic and sales.

“Top performing c-stores often run with 12-16 barrels of slush,” says Bannerholt.

When investing in cold or frozen beverage equipment, choosing the right features is key to making your operation efficient, reliable, and profitable, says Bannerholt, offering the following equipment advice:

- Start with ease of use. Equipment that’s simple to operate allows for quick staff training and consistent performance, especially in high-turnover environments. This saves time and helps ensure great service from day one.
- Make sure your store has the proper electrical requirements, water lines, and filtration systems in place before installation. A smooth setup depends on meeting all on-site requirements, so it’s worth checking early to avoid surprises.
- Maintenance programs keep your cold and frozen beverage equipment running smoothly and prevent costly downtime. Having a local expert with parts on their truck means faster fixes, fewer disruptions, and consistent drink quality.
- Capacity and performance matter, especially during peak times. Choose equipment with strong recovery times and the flexibility to handle changing menus. Whether it’s a summer rush or a new seasonal item, your equipment should be able to keep up.
- Smart technology is becoming a must. Franke’s digital services and IoT capabilities provide remote monitoring, usage insights, and easier troubleshooting.
- If you’re offering iced coffee or cold beverages, quality is everything. Equipment that uses fresh beans and fresh milk is helping elevate the c-store coffee experience. Operators who invest in quality are seeing stronger customer loyalty and market share growth.



**ON AVERAGE, ONE IN EVERY FOUR CUSTOMERS WHO BUYS A SLUSH ADDS SOFT SERVE. THESE LAYERED DRINKS ARE EYE-CATCHING, INSTAGRAM-WORTHY, AND HELP BOOST TICKET SIZE.” — BANNERHOLT**

- The design also plays a role. Sleek, modern equipment with touch screen interfaces not only improves usability but also adds to your store’s overall appearance.
- Versatility is a major advantage. Can your machine deliver more than one type of beverage? The ability to offer multiple products—slush, shakes, iced coffee, or more—gives you more value from each piece of equipment.
- Lastly, consider what happens after installation. Be sure you’re working with a partner who provides local service support, has the right parts on hand, and offers service programs tailored to your needs. Fast time-to-fix is essential, so having techs who know your equipment inside and out makes a big difference.

“Slush drinks are still a customer favourite, especially during the warmer months, but many high-traffic convenience stores in Canada see

strong year-round sales,” says Bannerholt. “More c-stores are now adding soft serve to their slush programs, creating exciting combo drinks. On average, one in every four customers who buys a slush adds soft serve. These layered drinks are eye-catching, Instagram-worthy, and help boost ticket size.”

There are some new tech options available in modern slush machines.

“Features like digital displays, programmable settings, and better temperature control make today’s equipment easier to manage and more consistent,” says Bannerholt. “One unique aspect of the Canadian market is the use of non-pressurized slush machines, which produce a wetter, lower overrun slush that melts slower, tastes better, and travels well.”

Keeping customers refreshed with cold and frozen beverage options can increase both sales and profit, making for happy c-store owners and repeat visitors to your store. **☐**

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The new Premia by BUNN is a high-performance brewer that automatically grinds, brews and manages freshness for optimal coffee availability during peak times while reducing waste during slower dayparts.

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## COFFEE EXCELLENCE CONSUMERS CRAVE





# GRAB-AND-GO SNACKS MADE HEALTHIER

BY MELINE BEACH

Healthy snacks are big business. As more people look for quick, nutritious options that fit their busy lives, convenience stores and retail gas stations (C&G channel) are offering better choices like protein bars, bean chips, and other wholesome snacks. This shift is positioning the C&G channel to stand out, grow sales, and keep health-focused customers coming back.

"Functional snacks are booming and evolving fast," says Krista Anderson, CEO of ESSTAR, a natural food brokerage company. Her initiative, *Krista's Healthy on the Go*, makes nutritious snack options the convenient choice. "The focus has shifted from 'less bad' to choosing products that deliver benefits, like gut health (pre/probiotics), brain health (adaptogens), energy (natural caffeine), and protein for satiety. Consumers care about the quality of ingredients and how they're grown in the products they consume."

The *Healthy on the Go* community is at the forefront of this change. Anderson adds, "Consumers are voting with their dollars as they want to purchase products that they believe are ethical, sustainable, and transparent."





### Three Farmers – Power-Packed Pulses

Pulses, such as beans, peas, lentils, and chickpeas, naturally provide a rich source of nutrition as grain legumes. They're excellent for supporting the immune system and are a rich source of plant-based protein, fibre, vitamins, and minerals.

Based in the Canadian Prairies, Three Farmers offers a range of healthy grain legume snacks that are high in protein (up to 15 grams per serving), rich in fibre, and low in sugar (less than 1 gram), all with a satisfying crunch and bold flavour. Popular varieties include Dill Pickle and Sweet Chili roasted fava beans, Barbecue roasted chickpeas, and chocolate-covered options. Their Snacks to Go line is available as individual flavours or variety packs, sold nationwide through both independent and chain retailers such as Relay, Shell, Flying J, and Esso. Distribution relies on a combination of major partners, including Core-Mark, Regitan, CDL, and UNFI, as well as direct-to-retailer channels.

Priced between \$4.99 and \$5.99, Three Farmers' snacks cater to health-conscious consumers looking for affordable, nutritious, and convenient options without compromising taste.

"On-the-go salty snackers need fuel throughout the day," says Elysia Vandenhurk, founder and chief brand innovation officer at Three Farmers. "Our snacks offer a healthy alternative to chips or high fat nuts."

Vandenhurk hints at exciting innovations planned for 2025, including new flavours, new crunch, and new snack inspirations. Product development updates are shared through their social channels and website at [threefarmers.ca](http://threefarmers.ca).

In addition to driving innovation in healthy snacking, Three Farmers is also committed to supporting retail success. "Our focus is on working directly with each of our customers to curate strategies that align with their unique assortment, store size, and marketing needs," says Vandenhurk.



### POKKO – Chips Reimagined

Made exclusively from chickpeas, rice, and Asafetida – a South-Asian inspired spice with medicinal properties, POKKO delivers a satiating natural chip that supports digestive health.

Using Canadian ingredients and authentic flavouring, including Kashmiri chili peppers imported from India, this vegan product is free of trans fats and cholesterol, with a high source of fibre, protein, iron, and OMEGA-6 and OMEGA-3 polyunsaturates. Even its chili peppers are an excellent source of vitamin C.

"POKKO is based on a childhood favourite recipe," says POKKO Founder Sasha Rajamani. "The formula and name itself are inspired by a variation of 'ribbon pakoda', a popular South Indian snack that my mother would make and refine over the years, eventually becoming today's version of POKKO."

Based in Toronto, Ontario, POKKO recently entered the C&G channel in Canada through key retail partners like INS Market, with 75 locations supported by their distributor Agile Logistics, and select OTG stores at Toronto Pearson International Airport. The brand also has a strong presence in independent retailers across Canada and major grocery chains, primarily in Ontario. Snack-size bags in Original, Creamy Dill, and Spicy flavours cost just over \$2, and target young professionals in urban centres, travellers, and busy parents seeking healthy, flavourful snack options.

Looking ahead, Rajamani reveals he is exploring product innovation with both Canadian-inspired and global flavours, planning taste-testing soon to gauge market preferences. He leverages strong social media marketing strategies to support POKKO products in the C&G channel and welcomes new retailer partnerships through Marsham brokers, UNFI, or direct contact via [pokko.ca](http://pokko.ca).

**MADE FROM CHICKPEAS, RICE, AND ASAFETIDA, POKKO IS A FIBRE-RICH, VEGAN CHIP THAT SUPPORTS DIGESTIVE HEALTH – WITH BOLD, AUTHENTIC FLAVOUR IN EVERY BITE.**

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**"CONSUMERS WANT MORE FROM THEIR SNACKS—AND GREAT CANADIAN MEAT DELIVERS WITH HIGH PROTEIN, LOW SUGAR, AND BOLD FLAVOUR."**  
**PETE VANSLYKE, CEO, GREAT CANADIAN MEAT COMPANY**



#### Great Canadian Meat Company – Classic Carnivore Protein

Great Canadian Meat Company is a leader in the Canadian meat snacks category, offering high-quality pepperoni sticks and beef jerky made with premium Canadian ingredients. Hardwood smoked in Whitby, Ontario, their C&G portfolio includes Single Sticks (22g, 45g, 75g), top-selling Mini-Pepperoni in various flavours like Mild, Hot, Honey Garlic, and Smokey Bacon, Six Pac Sausage Sticks, and meat and cheese items.

"Protein is on trend as 67 per cent of consumers say they seek snacks with added protein or functional benefits," says Pete Vanslyke, CEO at Great Canadian Meat Company, citing global market research from NIQ. "Consumers want more from their snacks and Great Canadian Meat sticks delivers against core consumer needs of high protein and low sugar (0-1g sugar per serving).

Proud of its blue-collar roots, Great Canadian Meat Company built a brand that appeals to its target blue-collar customers looking for protein-packed, savoury snacks ranging in pack size and price points to fit every budget and occasion from \$1.99 to \$11.49.

Great Canadian Meat Company products are available nationwide across independent retailers and corporate/franchise chains, like Circle K, Couche-Tard, On The Run, MacEwen, Quickie, and Little Short Stop. For 33 years, its Direct Store Delivery (DSD) model has supported its customers with in-stock availability, merchandising, and distribution with every sales visit.

"We work closely with retail partners to maximize the performance of their meat snacks category through strategic assortment, inventory, and placement, leveraging secondary displays like prepacks, dumpbins and clip strips. Additionally, we create key points of interruption to drive impulse sales and provide basket-building opportunities for retailers with categories like beer," says Vanslyke.

In 2025, Great Canadian Meat Company introduced FIRE X-Hot Pepperoni, packing twice the heat of its existing hot variety to meet the growing demand for bold, spicy flavours. In addition, the company also launched a 400g Mega Bag of its top-selling Mini Pepperonis in mild and hot flavours, perfect for sharing occasions.



**HONEYBAR COMBINES NUTS, SEEDS, AND HONEY INTO A GLUTEN-FREE, NON-GMO SNACK WITH 10 INGREDIENTS OR LESS—FUELING ACTIVE LIFESTYLES NATURALLY.**

#### HoneyBar – Pure Simple Energy

HoneyBar's commitment to simple, wholesome ingredients sets it apart. The bars combine nuts, seeds, dried fruit, and honey, using honey as both a binder and a natural sweetener. All ingredients are non-GMO, and the bars are certified gluten-free and kosher. Depending on the variety, HoneyBar contains between 5-7 grams of protein, fewer than 10 ingredients, and 200 calories or less per serving.

The company's portfolio features eight flavours: Quinoa & Cranberry, Peanut Butter & Jam, Sweet & Salty, Trail Mix, Almond Salted Caramel, Caramel Apple, Maple Nut, and Pumpkin Spice, while Sweet & Salty, Trail Mix and Almond Salted Caramel remain as top performers.

The brand appeals to a diverse range of consumers. Some groups of interest would be: informed ingredient consumers who prioritize clean ingredients and avoid allergens like gluten, dairy, and soy; athletic consumers who engage in physical activity, either recreationally or professionally and seek portable, protein-rich snacks as pre- or post-workout fuel; honey champion individuals who avoid refined sugars but embrace honey as a sweetener.

The 30-year-old Ottawa, Ontario-based company sells its products nationwide across various channels, such as discount stores, mass retailers, independents, online platforms, and direct-to-consumer (DTC) sales via honeybar.ca. With products already available in four Stinson stores across Ontario, HoneyBar is eager to strengthen its presence in the C&G channel by partnering with national distributors to reach a broader network of retailers.

"As a Canadian-made, premium product, we believe the C&G channel is well suited to reach these demographics and that our products would resonate with their customers," says Miriam Farber, sales and marketing manager at HoneyBar. "There's definitely a strong potential for success within the C&G channel."

HoneyBar offers its products in two packaging formats: a 15-count caddy with branded bars designed for individual sale and a 5-count retail pack. While specific pricing data for the C&G channel is currently unavailable, these formats provide flexibility for C&G retailers looking to stock premium, clean-ingredient snacks.

"We are always working on perfecting innovations that continue to satisfy customers' demand for clean ingredients, unique flavour offerings, and play into what we believe will be sustainable trends," says Farber. **C**

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



# Core-Mark launches The Red Seal Pizzeria™ Program in Canada

## THE RED SEAL PIZZERIA™ PROGRAM ALLOWS OPERATORS TO OPEN A FULL-SERVICE, MADE-TO-ORDER PIZZERIA DIRECTLY INSIDE THEIR STORES.



### Customized Pizzas

What sets The Red Seal Pizzeria™ program apart from other grab-and-go programs is its focus on quality and flexibility. With a made-from-scratch approach and customizable options, operators can easily create unique pizzas. Whether it's a classic slice or a custom creation, this concept provides c-stores and concessions an advantage — while still being efficient and cost-effective.

### Craft Your Menu & Pizza Pairings

The Red Seal Pizzeria™ program offers a variety of premium products to help tailor your menu to local tastes and trends. It all begins with our signature pizzas, made with a frozen oven-rising dough crust, rich sauce, creamy cheese, and a range of flavourful toppings. In addition, with the Red Seal Pizzeria™ program it's easy to diversify based on consumer needs. Chicken sandwiches and tenders, as well as Italian sub and sandwich product offerings are available through the program.

### Take Out Options

The Red Seal Pizzeria™ program offers a variety of packaging options to market your menu items. With dynamic designs, user-friendly functionality, leak-resistant durability, and ergonomically friendly

attributes, consumers will associate premium food with an appealing and professional look.

### Equipment & Pizza Smallwares

Opening a full-service pizzeria is simple with Red Seal's customizable equipment. Our team specializes in pizza and Italian food and will guide you in selecting the right ovens and heating equipment for your location. We also provide training, videos, and sales support to get you smoothly up and running.

To successfully execute the Red Seal Pizzeria™ program, it's essential to have these smallwares on hand: pizza cutters, knives, temperature probes, oven mitts, utility tongs, pizza screens, pie servers, etc. Our sales specialists are always available to help you choose the right tools based on your location.

### Marketing Success & Store Signage

The Red Seal Pizzeria™ program is a complete turnkey solution for operators. From eye-catching menu boards and signs, sales support, and custom equipment, you'll have everything you need to create a strong first impression and show the quality behind each pizza.

Contact a Core-Mark Sales Representative today for more information about the Red Seal Pizzeria™ program.



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



**Core-Mark**  
A Performance Food Group Company

# THE HIDDEN THREAT: HOW BUSINESS CRIME AND THEFT ARE COSTING YOU MONEY



BY LINDA BUCKTON & GINA SEITZ

For many business owners, theft and fraud aren't immediate concerns – until they happen. Whether it's an employee skimming cash, a forged invoice, or cyber fraud, business crime can drain your revenue without you even realizing it.

**The numbers don't lie:** Employee theft, fraud, and financial crimes cost businesses billions yearly. For small and mid-sized companies, a single incident can wipe out months of profits and even force closure.

The worst part? Most of these crimes go undetected for years. Here's what you need to know about protecting your business from fraud, theft, and the rising costs of business crime.

## How Business Crime Happens

Business crime isn't just about break-ins or shoplifting; it often happens from the inside. Many businesses suffer major losses because of trusted employees with too much access and too little oversight.

## Common Types of Business Theft and Fraud

### Cash Skimming and Theft

How it happens: An employee pockets cash before recording the sale, under reports transactions, or diverts cash payments. This is common in retail, hospitality, and service industries.

### Payroll Fraud and "Ghost Employees"

Fictitious employees are added to payroll, or staff manipulate overtime hours and bonuses.

### Invoice and Billing Fraud

Fake vendors are created, payments are made to personal accounts, or suppliers inflate invoices and share kickbacks.

### Forgery and Cyber Fraud

Company checks are altered, employee accounts are impersonated, or fraudulent online payments are processed.

### Inventory and Asset Misuse

Employees steal inventory, office supplies, or misuse company resources for personal gain.

### Why Small Businesses Are More Vulnerable

Larger corporations typically have dedicated accounting teams, formalized oversight procedures, and advanced security systems in place. In contrast, small businesses often operate with leaner resources and fewer internal controls, which can make them especially vulnerable to fraud and theft.

In many cases, a single employee may be responsible for managing invoices, payroll, and financial records, creating opportunities for unchecked access to company funds. Trust also plays a significant role. Long-tenured employees seen as reliable may face less scrutiny, making it easier for misconduct to go unnoticed.

Another key issue is delayed detection. Most fraud schemes within small businesses aren't uncovered for 18 to 24 months. By that point, the financial damage is often substantial, and recovery may be difficult, if not impossible.

### The Financial Impact of Business Crime

The consequences of business crime go far beyond the initial losses. Fraud and theft can cause serious, long-term financial damage to small businesses.

Lost revenue and profit margins are often the first and most obvious impacts. A single case of internal fraud can result in thousands—or even millions—of dollars in unrecoverable losses. Legal risks also increase, especially if tax filings or compliance requirements are affected by fraudulent activity. Businesses may face audits, fines, or lawsuits if misreporting is significant.

Additionally, the ripple effect of filing a business crime claim often includes increased insurance premiums. As claims rise across industries, insurers are adjusting rates accordingly, and those costs are passed on to business owners. For small businesses with limited budgets, a spike in insurance costs can quickly strain resources.

In the worst cases, business crime can lead to permanent closure. Many businesses are forced to shut down entirely without the safety net of crime insurance or a financial cushion to absorb the loss.

### How to Protect Your Business from Theft and Fraud

The good news? Most fraud is preventable. With the right strategies, you can reduce your risk and safeguard your bottom line.

#### 1. Strengthen Internal Controls

- Separate financial duties so the same employee does not handle invoices, payroll, and bookkeeping.
- Require dual signatures for large transactions and check approvals.
- Conduct random financial audits to spot inconsistencies.

#### 2. Invest in Business Crime Insurance

Even with strong controls, fraud can still happen. Business crime insurance protects companies against financial losses caused by:

- Employee theft and forgery
- Unauthorized fund transfers
- Payroll and invoice fraud
- Cyber fraud and impersonation scams

Why it matters: This coverage helps businesses recover stolen funds, prevent financial collapse, and reduce insurance rate increases after a fraud-related claim.

#### 3. Use Technology to Prevent Fraud

- Install security cameras in cash-handling and storage areas.
- Require multi-factor authentication for financial transactions.
- Use fraud detection software to flag suspicious payments.

#### 4. Train Employees and Promote Ethical Practices

- Conduct background checks on new hires.
- Offer anti-fraud training so employees recognize warning signs.
- Establish whistleblower policies to encourage employees to report fraud safely.

#### 5. Stay Alert to Cyber Crime and Online Fraud

More businesses are losing money to cyber fraud, where criminals impersonate employees, suppliers, or clients to steal money through fake invoices and wire transfers.

How to protect your business:

- Verify all payment requests, especially those requesting urgent wire transfers.
- Use unique passwords and two-step authentication for banking access.
- Educate employees about phishing scams and email fraud.

### The Cost of Inaction


Failing to address fraud risks doesn't just cost money; it increases insurance premiums, invites legal trouble, and can lead to a tarnished reputation.

The best way to keep insurance rates manageable is by:

- Implementing strong internal controls that reduce fraud risk.
- Conduct regular security audits to catch fraud before it escalates.
- Investing in business crime insurance to safeguard against financial losses.

### Final Takeaways: Stop Theft Before It Costs You

- Employee theft and fraud are often hidden but can cost businesses thousands—or even millions.
- Small businesses are at higher risk due to a lack of financial oversight.
- Invoice fraud, payroll scams, and inventory theft are some of the most common business crimes.
- Simple internal controls, dual payment approvals, and regular audits can significantly reduce fraud risk.
- Business crime insurance is essential to cover unexpected financial losses.

Taking action today can protect your business from financial disaster tomorrow. Don't wait until theft or fraud happens; stay proactive and safeguard your business now. 



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# IT'S SUMMERTIME HIRING SEASON – WHY ONBOARDING IS SO IMPORTANT

BY RENEE BOYDA

**ONBOARDING LAYS A FOUNDATION FOR LONG-TERM SUCCESS—BOOSTING PRODUCTIVITY, ENGAGEMENT, AND EARLY CAREER SUCCESS.**

**Onboarding is the process** by which new hires are integrated into an organization. It includes an initial new-hire orientation process and an ongoing introduction to an organization's structure, culture, vision, mission and values. Onboarding lays a foundation for long-term success. It can improve productivity, build loyalty and engagement, and help employees become successful early in their careers with the new organization. While orientation is necessary for completing paperwork and other routine tasks, onboarding is a comprehensive process involving management and other employees and can last weeks or up to a year.

New hire orientation is the initial process of welcoming new employees to the organization, typically occurring on their first day or within the first few days of employment. It serves as the first step in the broader onboarding process, aiming to familiarize new hires with the company policies, expectations, and role within the organization. To reduce information overload during the orientation and onboarding process, focus on essential details that new hires need immediately and use a phased approach to deliver content. Provide FAQs, checklists or other reference materials for easy access. Break down complex topics into smaller digestible modules with short breaks in between to enhance retention.

New hires who experience a badly planned onboarding

and orientation process may conclude that the organization is poorly managed and can set the stage for a quick exit. So here is a comprehensive list of what should be included in your orientation:

1. Tour and introductions: Take your new hire around the workplace to see it, introduce them to the other staff, show them where the lunchroom and bathrooms are, and tell them where to park.
2. Company overview: Discuss the history, mission, vision, and values; discuss the company structure, culture and any key achievements or milestones.
3. Job-specific information: Clearly outline the role and responsibilities of the new hire's job and provide a written job description.
4. Reporting and communication structure: Ensure employees know who they report to and establish communication standards.
5. Key HR policies: Discuss the policies and procedures on attendance, code of conduct, confidentiality, leaves, dress code, performance expectations and reviews, compensation and benefits, pay periods, payroll procedures, workplace safety protocols, emergency procedures, respectful workplace policies, social media use, grievance procedures, and disciplinary policies.
6. Review pertinent administrative procedures.

7. Highlight important dates and special events for the new hire.
8. Training and development: Explain the required job-specific training and potential career growth opportunities, and train them to use the necessary equipment or software.
9. New hire paperwork: tax forms, employment contracts, policy acknowledgments, benefits enrollment forms.
10. Set dates for follow-up meetings to assess progress, address concerns, and ensure that integration into the organization is going successfully.
11. If pairing an employee with a mentor or "buddy," discuss the mentor's role and introduce them.

Onboarding activities are not limited to new hires. Employees returning from an extended leave, layoff, secondment, or experiencing an internal transfer or promotion, all require reboarding. Reboarding refers to updating the employee on current and new projects; acclimating them to new team cultures and relationships; and helping the employee understand different expectations for success on the job. Investing in reboarding can increase productivity in a shorter time frame and allow employees to reconnect socially and emotionally to their teams and work. This can result in stronger engagement and job satisfaction. Reboarding employees already know the organization's

culture, benefits and administrative processes, so orientation would be personalized based on the employees' absence duration and organizational changes that occurred in their absence. Therefore, the orientation session will focus on familiarizing the employee with new policies and procedures, providing training on updated processes, and refreshing skills or new technology relevant to their role.

Common mistakes during onboarding include bombarding new hires with excessive details on day one. This can lead to cognitive overload and hinder retention. Another mistake is not defining performance expectations or role objectives. This leaves employees unsure about their responsibilities. Poor preparation or starting without ready equipment, login credentials or workspace setup can make new hires feel undervalued. Neglecting regular feedback during onboarding can lead to disengagement and uncertainty. Also, failing to introduce new hires to the organization's values and culture may impact their integration. By having a clear orientation and onboarding program you ensure a smoother transition and better employee engagement.

Onboarding is a comprehensive, long-term process that goes beyond the initial orientation to help new hires—and even returning employees—successfully integrate into an organization's culture, structure, and operations.

A well-executed onboarding program boosts productivity, fosters engagement, and sets the foundation for long-term success by gradually introducing essential information, policies, and performance expectations. While orientation covers immediate administrative and logistical needs, effective onboarding is phased, interactive, and supported by tools like checklists, FAQs, and mentorship. Avoiding common onboarding mistakes, such as information overload, unclear expectations, and poor preparation, ensures new and returning employees feel welcomed, informed, and connected from day one. **C**

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

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# GIVING BACK TO COMMUNITY PROVIDES WIN-WIN OPPORTUNITIES

BY ANGELA ALTASS

**There are numerous ways** that businesses can give back to their communities. Contributing to the community can provide benefits to your business, including boosting employee morale, brand recognition, and building connections with customers as well as providing support to the neighbourhoods in which you operate.

When deciding which causes to support, David Soberman, Canadian national chair in strategic marketing, Rotman School of Management, University of Toronto, advises finding out what charities are important to your customers.

"That will give you useful guidance regarding which charities to support or which ones might be ideal to create a charity-based promotional event for," says Soberman, who also advises some caution before proceeding with charitable endeavours. "Giving back to the community is important but convenience stores need to make sure they are making money first. The best thing any business can do is stay in business because it keeps people employed and customers happy. Once an operation is profitable, giving back is an excellent plan to build equity with the community."

*Convenience & Carwash Canada* reached out to some businesses and organizations to find out how they give back to their communities and what it means to them to do so.

**Petro-Canada:** With more than 1,500 locations, Petro-Canada is part of communities across the country. Petro-Canada's charitable focus is supporting the Petro-Canada CareMakers Foundation, which provides grants to local and national registered charities across Canada to help fund critical programs and resources for family caregivers. Since launching in November 2020, the foundation has awarded more than \$10 million to organizations helping to enhance the lives of Canadian caregivers.

"Family caregiving can be a challenging role," says Leila Fenc, executive director, Petro-Canada CareMakers Foundation. "Many are unexpectedly called on to provide critical support without any training. Nearly all Canadians can see themselves in this reality at some point in their lives; in fact, over eight million are currently navigating this experience.



The Petro-Canada CareMakers Foundation was established with a goal to support family caregivers while inspiring a collective commitment to the cause throughout Canada. We are grateful for the support of Suncor, the owner of Petro-Canada, and many corporate and individual donors."

Many Petro-Canada site operators/managers participate in CareMaker's annual Strides for Caregivers national fundraising walk. Together, these Petro-Canada associates, their staff and Suncor employees have raised more than \$300,000 through this event since it was first held in 2022.

**Parkland Corporation** describes community as one of its core values. In 2024, Parkland continued its annual employee giving program, Parkland Pledge, where Parkland provides all eligible full-time employees \$250, which increases by \$50 per year of employment to a maximum of \$500, which is donated to causes that matter to them. More than 64 per cent of Parkland's employees participated in the program and in total more than \$1.8 million was donated to 2,145 organizations across Canada, the U.S.A. and the Caribbean.

In 2025, two of Parkland's marquee areas of support are youth and Indigenous programs,



partnering with Boys and Girls Club of Canada and Indspire. M&M Food began supporting Boys and Girls Club of Canada following the pandemic and since fall 2020 have raised over \$450,000 in food, cash and gift card donations. This includes a \$100,000 donation from Parkland's Ultramar Foundation in 2024. Parkland's corporate charitable donations can also include supporting a local sports complex, a health organization, a community event or assistance during a natural disaster.

**The Canadian Carwash Association (CCA)** runs an annual Car Wash for a Cure event in partnership with the Canadian Spinal Research Organization (CSRO). This year will be the third year for the event and is scheduled for May 9-10, aiming to raise funds to support spinal cord research and enhance community engagement across Canada.

During these two days, carwashes from coast to coast participate by hosting various activities that foster philanthropy and community spirit. Activities include encouraging customers to donate spare change, donating a portion of sales, organizing interactive fundraisers, promoting efforts on social media, and raising awareness about CSRO's work in spinal cord research.

"It has long been my vision to bring Canadian carwashes and industry suppliers together for a common cause, one that promotes unity within our industry while raising awareness and support for an important issue," says CCA President Karen Smith. "We're proud to launch the third annual Canadian Car Wash event dedicated to raising funds for spinal cord injury research. This cause is especially close to our hearts as most spinal cord injuries result from motor vehicle accidents, making it a natural connection to our industry."

Participation in the event is open to all Canadian carwashes and there is no registration fee.

**National Convenience Store Week** is an event in late August that started in Atlantic Canada 12 years ago and became national in 2019 when the **Convenience Industry Council of Canada (CICC)** was formed. Organizers were looking for a cause to dedicate efforts to raise money for and decided on the Make-A-Wish Foundation, where they could make a difference in the lives of critically ill children. More than

one million dollars has been raised for the charity through this event.

**"WHEN C-STORES DO WELL, COMMUNITIES DO WELL. WHEN C-STORES SUFFER, IT IMPACTS COMMUNITIES." — JEFF BROWNLEE, CONVENIENCE INDUSTRY COUNCIL OF CANADA**

"There is a natural linkage between children and convenience stores," says Jeff Brownlee, vice president, communications and stakeholder relations, Convenience Industry Council of Canada.

"Who doesn't remember hopping on your bike as a child and heading to the local convenience store to get a chocolate bar and a drink?"

Giving back to the community is crucial and there are many benefits for convenience stores that participate in the week's activities, says Brownlee.

"Community and convenience are synonymous," says Brownlee. "When c-stores do well, communities do well. When c-stores suffer, it impacts communities. One thing that is unique to the industry is that here is a c-store in almost every community across Canada. As a result, we invite decision makers, municipal, provincial and federal, to visit one store in their community and talk with the workers as well as customers on the role stores play in supporting communities. The intent is that they get a better understanding of our industry."

Suggestions for ways that convenience stores can participate include point of sale donations and rounds ups, donating an amount from drink purchases, hosting a barbecue or carwash event, coffee for a cause with a free drip coffee with every donation, or other promotions. Further information is available by emailing [Jennifer.chang@makeawish.ca](mailto:Jennifer.chang@makeawish.ca), [Kaitlyn.weyersberg@makeawish.ca](mailto:Kaitlyn.weyersberg@makeawish.ca) or [info@convenienceindustry.ca](mailto:info@convenienceindustry.ca).

"Over the last decade, the Convenience Industry Council of Canada has been there for children facing critical illness across the country and we are delighted to celebrate convenience week alongside them," says Meaghan Stovel McKnight, CEO, Make-A-Wish Canada. "Thanks to the continued dedication of national partners like CICC and the 193,000 employees across 22,500 convenience stores, we can continue to provide wishes to kids and their families with hope and strength for the future. We are so grateful for their heartfelt commitment and investment in our cause."

**Rabba Fine Foods** supports numerous initiatives through the Rabba Roots program.

"Giving back is a core part of who we are at Rabba Fine Foods," says Rima Rabba, head of marketing, Rabba Fine Foods. "We proudly work with Food Banks Mississauga throughout the year, contributing essential food and household items to support families facing food insecurity. We also host an annual Super Bowl party at Good Shepherd Ministries in Toronto, providing a warm meal and festive atmosphere for individuals

experiencing homelessness. It's a small way to bring a sense of normalcy and joy to people who are going through very difficult times."

**"WE'RE NOT JUST HERE TO DO BUSINESS, WE'RE HERE TO BE GOOD NEIGHBOURS." — RIMA RABBA, HEAD OF MARKETING, RABBA FINE FOODS**

Rabba Fine Foods also participates in local community events like The Hazel McCallion Walk for Health in Port Credit,

Mississauga and supports the Trillium Health Partners Foundation.


"In addition, we regularly deliver coffee and lunch to frontline workers, from paramedics to hospital staff, who work tirelessly to keep our communities going," says Rabba. "These gestures may be simple, but they mean a great deal to those receiving them."

The company takes a grassroots approach when it comes to deciding ways to give back, says Rabba.

"Many of our initiatives come directly from conversations, whether with community partners, store staff, or customers," says Rabba. "If someone brings an idea forward or we notice a need, we do what we can to help. Our Rabba Roots program gives us the flexibility to respond in real time. We don't wait for large campaigns or big moments. If we can step in and make a difference, we do it, quietly, consistently and with heart. As a family-owned business that has grown up alongside the neighbourhoods we serve, we are giving back not as a corporate obligation but as a natural extension of who we are. We live and work in the same communities as our customers. That connection drives everything, from the way we run our stores to the way we show up for others. We're not just here to do business, we're here to be good neighbours. That's something we're proud of and committed to, year after year."

**7-Eleven Canada** says it is always looking for opportunities to uplift Canadians and give back to communities. For the last 10 years, 7-Eleven Canada has partnered with Food Banks Canada to support local food banks and provide meals for people impacted by food insecurity. In 2025, initiatives like in-store fundraising have already raised over \$70,000 to help Food Banks Canada. In 2024, proceeds from a Slurpee Name Your Price Day raised over \$57,000 for the organization in just 24 hours.

7-Eleven Canada also seeks partnerships that help advance causes that reduce food waste. For example, since 2023, the company partnered with Too Good To Go, offering certain food items at a discount before they reach their best before dates. Since joining this program, over 250,000 meals have been diverted from landfills across Canada.

An Operation Chill program run by 7-Eleven provides law enforcement agencies with Slurpee coupons and colouring sheets. Police officers are encouraged to hand these out to children showing responsible behaviour like wearing a bike helmet, safely crossing the street, or being a respectful community member. 

# THE INS AND OUTS OF A CARWASH DOOR

*When people ask me what I do for a living, I respond that I make carwash doors.*

BY JOSH HART

**This response is often followed** by some confused looks and inevitably the follow-up question of “what is a carwash door, and how is it different from a standard garage door?”

Well, the answer is in the details. It is true that carwash doors follow the basic style of your typical garage doors. They follow the same laws of physics and they look similar on the outside. However, when you take a closer look there are some very distinct features that separate the common overhead door or roll up door from a true carwash door.

Carwash doors are doors that are designed specifically to operate in a carwash. There are many styles of carwashes, including tunnels, in-bay automatics, and self-serve facilities. However, they all have one thing in common: they use harsh chemicals to clean a car properly. The chemical is sprayed onto a vehicle, and then water is used to wash the chemical off, leaving a nice clean car. This method is all fine and good for the vehicle, but the doors in the carwash are getting all the overspray from the wash process constantly coating them with dirt, chemical, and other debris without getting the rinse cycle to wash off the doors. This results in an extremely corrosive environment to the door and all the door hardware.

There are two main types of carwash doors: polycarbonate overhead doors and vinyl roll-up doors. Although they operate differently, they are all designed to withstand the harsh carwash environment.

The polycarbonate overhead door is constructed of aluminum rails and clear polycarbonate sections. The aluminum rails are anodized to protect the aluminum from corrosion and are sloped to allow water and chemicals to run off the door as much as possible and not pool up on the door itself. The polycarbonate panels are lightweight and non-absorbent to prevent excess water buildup that can occur with a typical steel insulated garage door. The polycarbonate is shatterproof and can withstand 200 times the impact of a typical glass door. Furthermore, clear polycarbonate sections allow visibility into the carwash bay, not only providing light into the bay but allowing customers to see if a bay is occupied easily.

The real defining characteristics that make this style of door a carwash door are in the hardware. One of the most important features is using a Strapeze counterbalance system rather than torsion springs. The Strapeze counterbalance system utilizes a nylon strap and stackable weights to balance the door rather than torsion springs. Torsion springs will corrode over time and eventually break. Using the strap system, there are no components to corrode and break, and virtually zero maintenance is required.

Other key components that define a carwash door include corrosion-resistant hardware options such as stainless steel or plastic track, stainless steel or plastic hinges, stainless steel door cables, stainless steel shaft, stainless steel bearings and bearing plates, Stainless steel and plastic rollers, and all stainless steel fasteners. These are all components that are typically not options on standard overhead doors.

The other style of door used in a carwash is a vinyl



**"JUST BECAUSE  
A DOOR IS  
MOUNTED IN  
A CARWASH  
DOESN'T MEAN  
IT'S A TRUE  
CARWASH DOOR."**

**– JOSH HART,  
PRESIDENT, AIRLIFT  
DOORS, INC.**



roll-up door. Roll-up doors are used in various industries, but are typically constructed of steel. Carwash roll-up doors are constructed of vinyl to prevent corrosion and withstand the water and chemical spray. They are designed with durable components to open and close between every vehicle. Similar to the overhead door, it is the hardware and components that distinguish it as a carwash door. The track is constructed of a fibre material to prevent corrosion. The barrel that the door rolls up on is constructed of aluminum, and the shaft is stainless steel. All of the bearings and bearing plates, as well as all of the fasteners, are stainless steel.

Whatever style door you decide on, you will need an opener to complete the package. A good carwash door is only as good as the opener. Four different opener styles are designed and manufactured for the carwash market. Three are pneumatic, and one is electric.

Pneumatic openers can be a drawbar style or a jackshaft style. All versions are constructed of either hard-coat aluminum or stainless steel. All brackets, hardware, and fasteners are made of stainless steel. These openers are designed to operate in a wet, corrosive environment and operate at high cycles to open and close between every car. Pneumatic openers

are used exclusively on overhead doors.

The E-Maxx electric opener is used on both overhead and roll-up doors. For years, electric openers were not recommended for carwash use, but the E-Maxx is designed specifically for this purpose. This opener excels in tough conditions using stainless steel bearings and coated internal windings.

The last part of the package to complete a true carwash door is the control box to operate the opener. The electrical components for these openers are housed in a fiberglass nema 4 rated waterproof enclosure that can be mounted inside of the carwash bay. All of the buttons on the boxes and the additional components such as safety eyes are all waterproof and designed for the carwash environment.

Just because a door is mounted in a carwash does not necessarily mean it is a true carwash door. Consult with manufacturers of the product to make sure you are choosing correctly when picking out your door package. Ask about the items I discussed and make sure you are getting products designed for the carwash. Remember, it is about the overall package and not just the door, but also the opener and control options as well. **■**

*Josh Hart has been with Airlift Doors, Inc. for 24 years. He has held positions in production, service and installation, and sales. He spent the majority of his career with Airlift in sales prior to taking over as company president in 2014.*

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# DESIGNING THE PERFECT CAR WASH: KEY CONSIDERATIONS

BY **DEPINDER SINGH**

**Design plays a crucial role** in the success of carwash operations. An effective layout and thoughtful design can significantly enhance the efficiency, customer experience, and profitability of a carwash. From maximizing space utilization and incorporating advanced technologies to ensuring safety and compliance, each aspect of the design process impacts the overall performance and customer satisfaction.

In this article, we will explore the key considerations in designing the perfect carwash. We will discuss the importance of layout and design, the benefits of customizing your carwash for efficiency, and how to plan for future growth. Additionally, we will highlight case studies of successful carwash designs implemented by Complete Car Wash Solutions (CCWS) to illustrate the practical applications of these considerations. Whether you are starting a new carwash or looking to upgrade an existing one, these insights will help you create a carwash that stands out in the competitive market.

## Importance of Layout and Design

### 1. Maximizing Space Utilization

Efficient use of available space is a critical aspect of carwash design. A well-planned layout ensures that every square foot is utilized effectively, accommodating all necessary equipment and services without overcrowding. This is particularly important in high-traffic areas where space is at a premium. By strategically positioning self-serve bays, automated wash tunnels, and ancillary services such as lube bays and dog wash stations, a carwash can handle a higher volume of vehicles smoothly. This enhances operational efficiency and improves customer satisfaction by reducing wait times.

### 2. Enhancing Customer Experience

Creating a welcoming and user-friendly environment is key to attracting and retaining customers. The design should focus on making the carwash experience as pleasant and convenient as possible. This includes providing ample space for customers to maneuver their vehicles, clearly marked entry and exit points, and well-lit areas for safety and comfort. Easy navigation and clear signage are essential to guide customers through the various stages of the carwash process. By prioritizing customer experience in the design, carwashes can build a loyal customer base and encourage repeat business.



### 3. Improving Operational Efficiency

Operational efficiency is a cornerstone of a successful carwash. Streamlining the workflow to reduce bottlenecks and ensure smooth operations is essential. This involves careful planning of the layout to minimize unnecessary movements and ensure that equipment is placed for optimal performance. For example, locating vacuum stations near the entrance can allow customers to clean their interiors before proceeding to the wash, speeding up the overall process. Efficient layout design helps in reducing the time each vehicle spends in the facility, allowing more cars to be serviced and increasing revenue potential.

### 4. Ensuring Safety and Compliance

Designing for the safety of customers and staff is paramount. A carwash should have clear, unobstructed pathways and adequate lighting to prevent accidents. Safety features such as anti-slip flooring, proper drainage systems, and emergency exits must be incorporated into the design. Compliance with local regulations and standards is also crucial. This includes adhering to environmental guidelines for water usage and chemical disposal and ensuring that the facility meets building and safety codes. By prioritizing safety and compliance, carwashes can protect their customers and staff, avoid legal issues, and build a reputation for reliability and professionalism.

By focusing on these key aspects of layout and design, carwash operators can create efficient, customer-friendly facilities that are compliant with regulations, setting the stage for long-term success.



## Customizing Your Car Wash for Efficiency

### 1. Tailoring to Specific Services

Designing a carwash to accommodate different types of services is essential for maximizing efficiency and meeting customer needs. Whether you are planning a self-serve, automated, or full-service carwash, each type requires a distinct layout and equipment setup.

- **Self-serve car Washes** require multiple bays equipped with pressure washers, brushes, and vacuum stations. The layout should ensure easy access to each bay and efficient traffic flow.
- **Automated Car Washes:** These require a tunnel system with various washing, rinsing, and drying stages. The design should include queuing areas to manage vehicle flow and prevent bottlenecks.

- **Full-Service Carwashes:** These combine automated systems with additional services such as detailing and hand washing. The layout should provide space for these extra services without disrupting the primary wash process.

Customizing the layout based on the services offered ensures that each part of the carwash operates efficiently, providing a seamless experience for customers and maximizing throughput.

### 2. Incorporating Advanced Technology

Integrating modern equipment and systems into the carwash design can significantly enhance efficiency and service quality. State-of-the-art technology offers numerous benefits, including faster service times, better cleaning results, and reduced operational costs.

- **Automated Payment Systems:** Implementing contactless payment options and self-service kiosks speeds up the transaction process, reducing wait times and enhancing customer convenience.
- **High-Efficiency Wash Systems:** Advanced wash systems with precise water jets and environmentally friendly detergents provide superior cleaning while conserving resources.
- **Real-Time Monitoring:** Technology that monitors equipment performance and water usage in real-time helps identify issues quickly and ensures optimal operation.

By using cutting-edge technology, carwash operators can provide a superior service, attract more customers, and maintain a competitive edge.

### 3. Environmental Considerations

Designing a carwash with environmental sustainability in mind is not only responsible but also beneficial in the long run. Incorporating eco-friendly technologies and practices can reduce water and energy usage, lower operational costs, and appeal to environmentally conscious consumers.

- **Water Recycling Systems:** Implementing systems that capture, filter, and reuse water significantly reduces water consumption.
- **Energy-Efficient Equipment:** Energy-efficient motors, pumps, and lighting reduce electricity usage and operational costs.
- **Biodegradable Detergents:** Opting for eco-friendly cleaning agents minimizes environmental impact and meets regulatory standards.

Focusing on water and energy efficiency in the design phase ensures that the carwash operates sustainably and cost-effectively.

### 4. Scalability and Future Expansion

Planning for future growth and scalability is critical to carwash design. A flexible layout accommodating expansion allows the business to grow without significant disruptions.

- **Modular Design:** A modular approach enables the easy addition of new bays, services, or equipment as demand increases.
- **Infrastructure Planning:** Ensuring that the essential infrastructure, such as plumbing, electrical, and drainage systems, can support future expansions and avoid costly retrofits.
- **Space Allocation:** Reserving space for potential new services or technologies allows the carwash to evolve and adapt to changing market trends.

By designing for scalability, carwash operators can expand their services and capacity in response to growing customer demand, ensuring long-term success.

Customizing your carwash for efficiency involves thoughtful design tailored to specific services, incorporating advanced technology, focusing on environmental considerations, and planning for future growth. These strategies help create a carwash that is efficient, sustainable, and capable of evolving with the market.

## Case Studies of Successful Designs

### Nolan Hill Car Wash

Located in the northwest Calgary community of Nolan Hill, Nolan Hill Car Wash stands out as the biggest carwash in the city. This impressive facility features 12 self-serve bays, a Tunnel Express capable of handling 100 cars per hour, two lube bays, and one truck/RV bay. The design of Nolan Hill Car Wash prioritized maximizing space to accommodate a high-volume operation. By strategically planning the layout to ensure efficient traffic flow and minimizing wait times, the facility can handle a large number of vehicles >>

simultaneously. The inclusion of diverse services such as lube bays and a truck/RV bay allows the carwash to cater to a wide range of customer needs, making it a comprehensive and popular choice among residents. As a result, Nolan Hill Car Wash has successfully established itself as a leading carwash facility in Calgary, offering efficient and high-quality services.

#### Sud's Car Wash

Sud's Car Wash, located in Okotoks, Alberta, initially featured seven self-serve bays and one truck/RV bay. To meet the growing demand, the facility underwent an expansion in 2008. The project included the addition of four more self-serve bays (coin/card operated), a touchless wash capable of servicing 80 cars per hour, and a dog wash station. The design considerations for this expansion focused on efficiently accommodating the increased customer base and providing a wider range of services. By October 2010, the expansion was completed, allowing Sud's Car Wash to offer enhanced services and improve customer satisfaction. The strategic expansion has enabled the facility to better serve its community, attracting more customers and increasing operational efficiency.


#### Black Diamond Car Wash

Black Diamond Car Wash, situated in Black Diamond, Alberta, embarked on a development project in February 2016. The facility was designed to include six self-serve bays (coin/card operated), one in-bay automatic wash capable of handling 80 cars per hour, two lube shop bays, and one truck/RV bay. The design considerations for Black Diamond Car Wash centered around incorporating a diverse range of service options within a compact layout. This approach allowed the facility to offer comprehensive services without compromising on space or efficiency. By January 2017, the development was completed, and Black Diamond Car Wash successfully began operations. The thoughtful design and efficient layout have made it a reliable and versatile carwash facility, catering to various customer needs and ensuring smooth operations.

These case studies demonstrate how Complete Car Wash Solutions (CCWS) effectively designs carwash facilities to maximize space utilization, enhance customer experience, and improve operational efficiency. By tailoring each project to meet specific needs and incorporating advanced technologies, CCWS helps carwash operators achieve their business goals and provide top-quality services.

#### Final Thoughts

Designing the perfect carwash involves careful consideration of multiple factors, from maximizing space utilization and enhancing customer experience to improving operational efficiency and ensuring safety and compliance. Tailoring the design to specific services, incorporating advanced technology, focusing on environmental considerations, and planning for scalability and future expansion are all critical to creating a successful and sustainable carwash operation.

Investing in thoughtful design is essential for carwash operators looking to stay competitive and meet their customers' evolving needs. A well-designed facility improves efficiency and customer satisfaction and supports long-term growth and profitability. 

*Depinder Singh is a carwash consultant with Complete Car Wash Solutions. Depinder is a marketing major with a Bachelor of Business from the University of Alberta. Depinder's focus is primarily in the carwash sector, where he has found new ways to streamline processes for an industry working toward the new age. Depinder has over 10 years of construction experience in commercial space, including retail and office developments. He can be reached at [dsingh@ccwsolutions.ca](mailto:dsingh@ccwsolutions.ca)*

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# **SUDS AND STRATEGY: TAKING YOUR CARWASH CAMPAIGNS FROM IDEA TO IMPACT**

*(Part II of our Building Carwash Social Media Campaigns)*

BY MEL OHLINGER





## PRETTY PICTURES GET ATTENTION. PURPOSE GETS RESULTS.

**You've scrolled through your socials** and learned the basics of social media campaigns for your carwash. You know the value of showing up online, you've mapped out your goals, and you're ready to get serious and expand your social media. But now what? Welcome to Part Two: this is where your good intentions meet real wash execution.

Building a social media campaign that drives traffic—online and through your tunnel—means dialling in your workflow to create a message, aligning your content with your business goals, and keeping the creative process simple (but smart). Whether you're a one-location self-serve or managing a chain of express sites, your campaign needs more than just pretty pictures—it needs purpose, planning, and polish (but the pretty pictures and videos are important, too). Every great wash campaign starts with one clear idea. If your message gets muddy or cluttered, people will scroll right past it. Let's say you want to run a water savings campaign for Earth Day. You could go in a hundred directions—but your one big idea might be: "We help the planet by reducing water waste with every wash." However, using words that have a visual help people pause. Instead, say: "Every carwash saves enough water to make 64 glasses of lemonade." From that, your content imagery drives itself. You could have a lemonade day, do a lemon giveaway, share feel-good triumph stories about how your employees or customers turned lemons into lemonade. Mix in more quick facts about more eco-friendly things at your wash. It could be rechargeable batteries, recycling containers, reusing towels, biodegradable soaps or eco-friendly hydraulic fluids. It doesn't have to be new to be news. Most of your customers have no idea about the details of your wash. Look around you and share the things

you already do to build your green-themed promotion. The key is to build everything around one concept—around existing things—and repeat that message in different ways. Repetition builds recognition in combination with those visual words and packs a punch, or a glass of lemonade, in short holiday-themed campaigns.

It helps to create a simple weekly content workflow to keep the process manageable. While you absolutely can wing it day-to-day, it will make your life easier to plan it out—even basic structure can save hours and reduce decision fatigue. A smart starting point might look like this: draft captions on Monday, gather your visuals and design graphics on Tuesday, prep short-form videos on Wednesday, and schedule everything through a social media scheduling platform (like OhmCo's Co.Lab) on Thursday. Plan to engage with comments and wash reviews on your busy days—which are usually Fridays and Saturdays. And then check analytics on your slowest day to tweak your plan for the following campaign. Batching your content and assigning tasks to specific days makes it easier to stay consistent and keep the quality high—even if you're running the show solo.

When it comes to the actual content, variety is your best friend. Your feed should reflect the rhythm of your wash and keep your followers interested but interesting things can be boring. You'll be surprised how many people enjoy learning how a carwash does their laundry. Mix it up with reels that show off behind-the-scenes operations, carousel posts that explain your membership perks, clean and simple graphics for business updates or specials, and real customer content whenever possible. Don't be afraid to repeat your message in new ways or styles—most people won't see every post, and consistency helps build familiarity. And don't be afraid to reuse a post if you're tired. The goal isn't just to post more—it's to post smarter.

Another powerful tactic for expanding your reach is building relationships through community partnerships. Campaigns highlighting local connections consistently outperform generic promos simply because a tag doubles your audience. Working with high school students is fantastic because you get new drivers, their parents and their grandparents. A giveaway with the local homeowner's association or coffee shop across the street directly targets a neighbourhood. Being a member of your local small business alliance garners support from other small businesses and these collaborations build trust, boost engagement, and create natural opportunities for shares. Highlight a nearby business you love, make friends, and cross-promote. It's an easy way to tap into new audiences and build buzz without spending extra on ads.

Speaking of ads, sometimes it's absolutely worth putting a little money behind your message. Organic reach is great, but paid ads can help when you really want to get noticed. Right now ad spend gets better data than boosted posts, so consider running ads for membership promotions, seasonal offers, or grand openings. Social platform ad centers make it easy to geo-target your ideal audience and keep your spend in check, and Facebook is the easiest to give it a try. If you do boost a post, keep it simple and direct. Use one strong visual and a clear call-to-action, and always design for mobile—it's where most of your audience will see it.

Once your campaign is live and rolling, don't forget to look at the data. You don't need a degree in analytics to


**YOUR LOCAL  
COFFEE SHOP  
MIGHT JUST  
BE YOUR BEST  
MARKETING  
PARTNER—  
TAG, SHARE,  
GROW.**

figure out what worked because most platforms offer built-in insights that show impressions, reach, engagement, and basic demographics. Take note of which posts got the most traction. Was it the content, the design, or your biting sense of humour? Did reels perform better than graphics? What time of day worked best? Small tweaks based on real results can make your next campaign even better.

When it's all said and done, don't let your hard work go to waste. Just because the campaign is over doesn't mean the content is dead. Repurpose your best-performing posts and turn a handful of captions into a short blog post for your website. If you have time to make a video, clip it down into a few bite-sized reels. Reuse graphics with updated copy to extend the shelf life of your work. If you're collecting customer feedback, photos, or testimonials during a campaign, roll them into an email recap or save them for future use. One campaign can generate weeks of evergreen content, and plan around that to keep your campaigns rolling.

The truth is that social media campaigns don't need to be complicated to be effective. Start with one strong message and build around it with intention. Involve your team, reflect honestly on what's working, and stay open to change. Over time, those minor tweaks will compound into momentum. Focus on creating consistent, relatable,

and easy-to-replicate content. With each campaign, you'll better understand what resonates with your carwashers—both online and in your queue.

Remember, technology moves fast. What works today might not work next week, so stay curious. Keep an eye on your analytics, be willing to pivot, and don't hesitate to try something new. While our industry and the tools we use continue to evolve rapidly, one thing remains constant: a well-executed campaign with a clear, conversational message won't just earn you likes – it'll drive real traffic to your socials and more cars to your wash. 

*Mel Ohlinger is the CEO of OhmCo, a leading carwash marketing agency based in Wisconsin. With over 20 years in marketing, design, and web development, she's a creative force in the industry. A former cryptologic technician for the NSA, Mel's background in Morse code and precision laid the groundwork for her expertise in branding and strategy. Holding a BFA from UW Oshkosh, she blends artistry with tech-savvy solutions. Beyond work, she's a painter, aspiring author, and proud mom of two. Under Mel and her husband Mike's leadership, OhmCo helps carwash businesses stand out, grow, and succeed.*

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# Don't let Product Leaks and Water Intrusion Leave you at a Loss

*Retail-fueling operators have a range of solutions to conquer loss-prevention challenges.*



BY STEVE STEWART

**The familiar saying** “Good things come in threes” – an acknowledgment that if something fortunate happens twice, a third might be likely to follow – applies to a wide range of outcomes. From the visual (primary colors: red, blue, yellow) to the dietary (primary macronutrients: carbohydrates, proteins, fats) to the smallest unit of matter (atom parts: proton, neutron, electron) and even the silly (Stooges: Larry, Curly and Moe), all are undeniably good things that come in three.

At the same time, to borrow from and paraphrase Newton’s Third Law of Motion (hmmm, another three), “for every action, there is an equal but opposite reaction.” So, if all good things come in bunches of threes, it could reasonably be argued that all bad things must also come in threes.

Which brings us to the operation of a retail-fueling facility. Sure, there are many good “threes” to be found in the forecourt, the most basic being the main reason for the business’s existence: the successful sale of fuel, vehicle washes and convenience items, the so-called “Big Three” of retail fueling. At the same time, the ability to sell these products successfully can be compromised by the bad “three” of fuel leaks and water intrusion, namely the three “Ls”:

- Loss of product
- Loss of revenue
- Loss of reputation

Retailers may be able to overcome the occasional occurrence of one or two of those Ls. Still, if all three occur simultaneously or regularly, the result can likely be another negative “three”: “Three strikes and you’re out” – of business. With that in mind, this article will take a look at the challenges inherent in making a retail-fueling operation safe from product losses – and then illustrate some of the most notable ways that equipment





## IT ONLY TAKES A FEW DROPS OF WATER TO RUIN A TANK—AND YOUR CUSTOMER'S ENGINE.

manufacturers are developing products that can help lower the risk of product losses and, by extension, mitigate the adverse effects that can be incurred by retail-fueling businesses.

### The Unavoidable Challenges of Loss Prevention

The operators of retail-fueling businesses know it when they sign up for the job: a great deal of the equipment they deploy will be buried underground and unable to be observed by the naked eye. Thus, it can be incredibly difficult to know when one of those pieces of equipment – underground storage tanks (USTs), piping, sumps, spill containers, overfill-prevention valves, etc. – will develop a leak or begin to fail. When that happens, the time clock for the arrival of the three loss-prevention “Ls” begins ticking.

Like all things mechanical, breakdowns are inevitable – it's only a matter of time. It may be many days, weeks, months or even years before the operator is alerted to the problem. That is why what is called “loss prevention” in the industry is so hard to manage. The discovery of product loss also starts the snowball rolling downhill. The resulting avalanche takes with it retail revenues and, in worst-case scenarios, the operation's good reputation, which can lead to far-reaching and incredibly harmful results.

But there's a second prong to the overall loss-prevention fork. Whereas the overriding worry when considering loss prevention is losing product through equipment leaks, the second worry is the mirror image: the intrusion of fluids – namely water – into the fuel-dispensing system. Preventing water intrusion should be a front-of-mind concern for fuel-site operators because even the smallest amount of water intrusion can have far-reaching negative effects. Chief among these is that fouled fuel that finds its way into a driver's vehicle can damage engine components, leading to breakdowns and repair costs – and the risk of the driver potentially returning to the fuel site and demanding remediation payments from the fuel-site operator.

While equipment and water intrusion are major problems for fuel retailers, there are also smaller loss-prevention challenges that they need to be aware of:

- Old equipment that may be nearing its end of useful life
- Lack of consistent service and proper maintenance
- Inadequately installed equipment

Accidents at the dispenser, such as customer drive-offs with the fuel nozzle still in the vehicle or crashes into the dispenser itself

All of these things can result in “bag-on-nozzle” dispenser shutdowns, the too-often presence of repair vehicles in the forecourt and the feeling among drivers that a site experiencing consistent problems may not be one to loyally visit.

### At Your Fingertips

The potential for accidents at the dispenser also serves to remind us that it is not only the equipment beneath the forecourt surface that is susceptible to experiencing product losses. The fuel island is also an area of concern, particularly the nozzles, swivels and breakaways that enable the fuel to flow from the UST into the dispenser and through the hose that ends at the fuel nozzle, from where the fuel travels into the vehicle's fuel tank.

The seminal year in nozzle development was likely 1950, the year that the automatic shutoff nozzle was invented (see: *Convenience & Carwash Canada*, January/February 2025, page 38). That enabled vehicles to be fueled with no need for an attendant – and, later, the driver himself – to physically hold the nozzle open while the tank filled.

That, however, did not mean refueling accidents or errors became extinct. While nozzle hold-open clips did indeed revolutionize vehicle fueling, they, too, are not infallible and will eventually fail over time. In these instances, it is imperative that the site operator replace the nozzle so that other non-approved or non-advisable means of holding it open aren't used. Don't laugh; over the years, we have seen sticks, rocks, tennis balls and even cigarette lighters used to hold open a nozzle with no functioning hold-open clip.

As an aid to help fuel retailers identify when a nozzle may be coming close to needing to be replaced, some nozzle manufacturers began placing “remove-by dates” on their nozzles and other hanging hardware, such as swivels and breakaways, in 2005. The agreed-upon interval was five years from installation. This was based on the useful life of most seal and diaphragm materials used to ensure the nozzle functions properly. In reality, there's no true way to know when a piece of hanging hardware will or won't fail, and you also can't put a flashing red indicator light on it to show that a failure date is approaching.

Further complicating the issue is that, unlike a light bulb, which just burns out and has to be replaced, when a fuel nozzle stops working, there is a chance an adverse event will occur, such as a non-shutoff, spill or leak. The ultimate concern is that nozzles, swivels and breakaways may not always be “fail-safe,” which means that a dangerous situation can be created for the fueling site's employees and customers, as well as the environment. In sum, remove-by dates are a preemptive way to generally let site operators know when the component may not work as designed anymore, alerting them that they should consider replacing it before a negative event occurs.

In the end, manufacturers that include remove-by dates have a simple and even altruistic reason for doing so: They are looking out for the best interests of their customers, the employees who work at retail-fueling locations and the drivers who frequent them. Wise site operators who use hanging hardware with remove-by dates are letting the world know they are very concerned with protecting the safety of site personnel, the environment and, most importantly, drivers.


### All Is Not Lost!

So, that seems like a lot of gloom and doom – maybe enough to have you thinking there might be better (and safer) ways of earning a living than operating a retail-fueling business. But fear not! There is a big, bright silver lining amongst those lingering dark clouds.

Retail-fueling manufacturers have made great strides in recent years in the development of next-generation underground and aboveground equipment and systems, all of which can defang the many loss-prevention challenges, whether they come in the form of product leakage or water intrusion. Among the most noteworthy advancements are the following pieces of equipment: >>

- **Multiports:** Installed over the top of sumps to allow easy access to the UST-top area while providing spill containment for UST fill pipes and vapor-recovery risers
- **Overfill Prevention Valves:** Designed to prevent fuel-delivery overfills through the positive shutoff of fuel flow when a possible overfill event is detected
- **Spill Containers:** Designed to prevent spilled fuel from entering the soil near the fill and vapor-return riser connections on USTs during a normal tank-fill operation
- **Emergency Shear Valves:** Installed on fuel-supply lines beneath dispensers at grade level in order to minimize the hazards associated with a collision or fire at the dispenser; when the dispenser is damaged, the valve breaks free, which activates poppets that shut down the flow of fuel
- **Tank Sumps:** Liquid-tight isolation containers that provide secondary containment for tank fittings, valves and pumps; they also provide surface access to the tank itself, as well as a clean, dry environment for future service and maintenance
- **Dispenser Sumps/Pans:** Installed beneath fuel dispensers to provide access to, and secondary containment of, dispenser plumbing, emergency shear valves and underground piping connections
- **Flexible Piping:** Offers a high level of protection from leaks while meeting compliance needs and controlling costs; can be fully integrated into any UST system for end-to-end double containment, complete testing, monitoring and total accessibility. Provides a transfer piping system with no buried joints in the ground.
- **Composite Manhole Covers:** Watertight, lightweight, non-bolted covers that feature a flat gasket, making them ideal for use in general tank-sump access, multiport, single-port fill sump and interstitial-sump applications
- **Clean Fueling Nozzles:** Feature innovative spout technologies and fuel-capture chambers that result in a cleaner, greener fueling experience for drivers and fuel-site operators
- **Reconnectable Breakaways:** Designed to automatically separate when subjected to a designated pull force; upon separation, the breakaway's dual valves close to automatically stop the flow of fuel and limit fuel spillage while protecting dispensing equipment; the breakaways can then be reconnected through a simple "push-twist-click" motion
- **Multi-Plane Swivels:** With 360-degree and 270-degree planes of rotation and smooth operation, drivers have optimum refueling flexibility from virtually any direction, while hoses are protected from excessive wear

## Conclusion

There's no question that the challenge of preventing product leaks and water intrusion at retail-fueling locations can be daunting. At the least, vigilance can be a key tool for fuel-site operators, as good recordkeeping and a keen eye can help ensure that fueling equipment is operating in tip-top condition. However, that can be difficult when the equipment is located underground or the date of its installation is unknown. Recognizing the importance of loss prevention, the manufacturers of retail-fueling equipment and systems have made a steadfast commitment to developing both aboveground and underground components capable of mitigating the risk of product leaks and water intrusion. Including this equipment at your fueling site can be a positive first step in helping to ensure you operate a clean, safe and, in the long run, profitable retail-fueling business. 

*Steve Stewart is the Senior Canadian & Caribbean Sales Manager for OPW, based in Cincinnati, OH, USA. He can be reached at [steve.stewart@opwglobal.com](mailto:steve.stewart@opwglobal.com). OPW is fueled by excellence as it develops fueling solutions and innovations worldwide. OPW delivers product excellence and the most comprehensive line of fueling equipment and services to retail and commercial fueling operations around the globe. For more information on OPW, please go to [opwglobal.com](http://opwglobal.com).*

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# FUELING THE FUTURE: WHY PROPANE—AND THE RIGHT TRAINING—SHOULD BE PART OF YOUR BUSINESS GROWTH STRATEGY

BY TAMMY HIRSCH

**Whether it's managing** energy costs, expanding services, or offering more to environmentally conscious customers, one energy source is quietly rising to the top: propane.

Propane is a key part of Canada's energy future, long valued for its versatility, portability, and lower emissions. But what many business owners may not realize is that propane isn't just for homes, cottages, or construction sites. It can also be a valuable revenue stream and customer draw for retail operations, including carwashes.

Propane services can help carwash operators diversify their offerings from cylinder filling stations to exchange programs, build stronger community ties, and unlock new earning potential. But like any energy source, handling propane requires care, expertise, and proper training. That's where The Propane Training Institute (PTI) – run by the Canadian Propane Association (CPA) – comes in. >>







**INSTALLING A PROPANE FILLING STATION NOT ONLY ATTRACTS A BROADER CUSTOMER BASE, IT GIVES YOUR BUSINESS A VISUAL EDGE—DRAWING IN PASSERSBY AND PROMOTING YOUR PROPANE SERVICES WITHOUT THE NEED FOR EXTRA ADVERTISING.**



### **Cylinder Filling: A Strategic Addition to Your Site**

Propane filling stations are a natural fit for carwashes and service stations looking to expand their offerings. Propane dispensing equipment on your site allows properly trained staff to refill 20-lb BBQ cylinders and ASME tanks on RVs – needs that are consistent year-round and especially peak during spring and summer months.

Installing a propane filling station not only attracts a broader customer base, it gives your business a visual edge: the iconic white propane tank doubles as signage, drawing in passersby and promoting your propane services without the need for extra advertising.



A full-service Esso retail site located in Lindsay Ontario, equipped to refuel autos, RVs, and small portable cylinders commonly used for gas grills, heaters, and BBQs.

### **The Role of the Propane Training Institute (PTI)**

PTI is Canada's recognized leader in propane safety training, offering a wide suite of programs designed to meet national regulatory standards. The institute's most relevant course for carwash operators is 100-08 Propane Cylinder Filling, which equips employees with the knowledge and practical skills to safely refill propane cylinders, identify hazards, and follow emergency protocols.

PTI offers both in-person and online learning options in English and French, making training accessible and flexible for busy teams. And since the course is valid across all jurisdictions in Canada, it simplifies compliance for businesses operating in multiple provinces.

In today's labour market, where staffing can be unpredictable, having multiple trained employees means you're not dependent on a single person to keep your propane services operational. More trained staff equals greater reliability, smoother scheduling, and better customer service.

### **Training Your Own Trainers**

Looking to bring training in-house? PTI's Train the Trainer program is the next step. This program allows businesses to certify one or more internal trainers who can then deliver approved PTI curriculum to their own teams. It's a smart move for companies that want faster onboarding, greater control over training schedules, and a long-term reduction

in training costs.

This is especially beneficial for larger or multi-location businesses, where consistent, high-quality training is essential across sites.



Parkland Corporation conducts training for Sol staff at its Caribbean operations in St. Maarten, bringing Canadian best practices to the region as part of their commitment to operational excellence and safety standards.

### Exchange Programs: A Scalable Alternative

If installing a filling station isn't feasible for your business at the moment, there's still a strong entry point into the propane market: the cylinder exchange program.

With a propane exchange setup, customers trade their empty cylinders for pre-filled ones – no filling required on-site. These

programs are low maintenance, easy to manage, and still offer excellent visibility and convenience for your customers. And they don't require the same level of infrastructure and training as installing a cylinder-filling station.

### Grow Your Business with Confidence

Adding propane to your product mix is more than a value-add – it's a smart, strategic investment. Whether you choose to install a full filling station or start with an exchange program, it opens up new revenue potential and strengthens your connection to the community.

But safety and compliance must come first. The Propane Training Institute provides trusted, bilingual training that helps your team operate safely and confidently, while helping you stay on the right side of regulation.

Ready to take the next step? Visit [www.propane.ca](http://www.propane.ca) to explore training options, learn more about renewable propane developments, and discover how your business can become part of Canada's cleaner energy future. **C**

*Tammy Hirsch is a seasoned communications and public affairs professional with over 20 years of experience in the oil and gas industry. As the senior director of communications and marketing at the Canadian Propane Association, Tammy leads national initiatives that strengthen the visibility, reputation, and impact of the propane sector across Canada.*



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# A PRIMER ON CANADA'S CURRENT ALTERNATIVE-FUELS LANDSCAPE

BY STEVE STEWART

**While some may wish** the growth were happening at a much faster rate – or, on the contrary, not at all – there is little question that the alternative-fuels market in Canada is expanding and evolving. From-the-field evidence indicates that alternative-fuel formulations like compressed hydrogen (H<sub>2</sub>), liquefied petroleum gas (LPG, aka propane or Autogas) and compressed natural gas (CNG) are gaining at least a foothold in the country's motor-fuels market.

Organizations like Statistics Canada, which aims to compile and provide information to the public about the nation's economy, society and environment, suggest a number of reasons that the market for alternative fuels in Canada is beginning to expand noticeably:

- The ongoing search for cleaner-burning, lower-carbon, environmentally friendly alternatives to traditional fossil fuels
- Increased use of H<sub>2</sub> and CNG in industrial applications, with some escalation in its use as a motor fuel
- Advances in so-called "dual-fuel" vehicles that pair a supplemental propane or H<sub>2</sub> fueling system with a diesel engine, in the process lessening the vehicle's emissions and overall carbon footprint while maintaining maximum engine performance
- A series of government initiatives, subsidies and licenses driving increased investment in alternative-fuel usage, particularly in the transportation market

But before any of you gung-ho retailers jump feet-first into the world of alternative fuels, be aware that they bear only a passing resemblance to traditional gasoline and diesel in the way they are processed, transported, stored, delivered, dispensed and consumed:





**EACH ALTERNATIVE FUEL—HYDROGEN, PROPANE/AUTOGAS, AND CNG—COMES WITH ITS OWN UNIQUE CHALLENGES FOR TRANSPORTATION, STORAGE, HANDLING, AND DISPENSING.**

- **H2:** These fueling systems don't look like a conventional forecourt fueling system because the dispenser is typically located on the wall of a warehouse or manufacturing-type facility. That's because today H2 is overwhelmingly used in material-handling markets, i.e., to power forklifts in large distribution centers and tow motors on the vehicles that cart luggage around airports. A typical H2-fueling setup will see 10,000 cubic feet of H2 delivered, stored and consumed at the facility over a six-month period. Since the fuel is dispensed into company-owned vehicles by a team of dedicated employees, there is no need for a payment or verification system. There are, however, a number of public H2 fueling stations popping up around the country, with the province of Alberta possessing roughly half of them and larger cities like Toronto and Montreal home to the rest.

- **CNG:** The alternative fuel with the highest level of consumption in Canada is CNG. CNG stations are relatively common across the country's landscape, though you might not even notice them because they can look like a typical diesel station. That means a canopy (usually no convenience store), a small office building and four to six CNG dispensers with a chain-link fence in the back corner of the property surrounding the CNG compressor, storage, and dispensing components. Most transactions at CNG stations are initiated and conducted through a pay-at-the-pump cardlock system.
- **Propane/Autogas:** Like H2, propane consumption usually occurs at self-contained governmental refueling facilities, such as bus yards operated by school districts or municipal snow-removal or construction-equipment facilities. Currently, a little more than half of the country's 48,000 school buses are powered by propane. The fuel also has its uses in remote or rural locations where it is delivered to the user in bulk and stored in tanks on-site before being dispensed when needed. All in all, propane/Autogas has not caught on as a motor fuel in most North American markets yet, though it is quite common in Western and Eastern European markets.

So, the main challenge for any fuel retailers who are looking to add alternative fuels to the motor-fuel menu is that each of H2, propane/Autogas and CNG has its own unique and specific transportation, storage, handling and dispensing requirements. These challenges affect a number of constituencies: 1) how the supplier receives, stores and distributes it, 2) how retailers receive and offer the fuel to their customers and 3) how vehicle drivers and operators can safely dispense it.

That means that any retailer looking to enter the alternative-fuels market needs to identify and team up with a manufacturer and supplier of the equipment required to build and optimize the performance of a safe, reliable, and certified-for-use alternative-fueling system, regardless of the fuel being offered.

In this realm, Canada is unique in that it is the only country in the world that requires the manufacturers of pressure vessels (the category under which alternative-fueling equipment resides) to apply for and receive a Canadian Registration Number (CRN) for any new products. This certification is in addition to any other applicable certifications or registrations, such as those from UL or ULC. The CRN is a unique ID number attached to all individual products and cross-referenced to the product's serial number.

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**CANADA IS THE ONLY COUNTRY IN THE WORLD THAT REQUIRES PRESSURE VESSEL MANUFACTURERS TO OBTAIN A CANADIAN REGISTRATION NUMBER (CRN) FOR NEW PRODUCTS.**

The CRN program is administered by the Government of Ontario's Technical Standards and Safety Authority (TSSA), which is mandated to administer technical safety regulations and provide safety oversight of various industrial systems and equipment. A CRN must be issued by each of Canada's 10 provinces and three territories for the equipment to be legally used there, with approval in one province or territory not guaranteeing approval in any others.

#### The Choice Is Yours

There's an old maxim within Canada's industrial-manufacturing industry that "as Alberta goes, so goes Canada," so there was much rejoicing at OPW Retail Fueling (OPW), Smithfield, NC, USA, a global leader in fluid-handling solutions, when the company learned in 2024 that its new H35 Hydrogen Nozzle had received a CRN from Alberta. That's because it's generally accepted that once Alberta issues a TSSA-approved CRN for a product, the country's remaining provinces and territories will follow suit pretty quickly.

#### Conclusion

Whether you're pleased or frustrated with their implementation rate, alternative fuels are slowly gaining acceptance, and some have already created solid niches within Canada's motor-fuel mix. Therefore, it makes sense to investigate whether adding an alternative-fuel program to your retail-fueling site might be beneficial. The OPW product portfolio of CleanEnergy Fueling Products makes this task easier. These products help support safe, reliable and efficient retail fueling performance within the growing world of alternative fuels. 

*Steve Stewart is the senior Canadian & Caribbean sales manager for OPW, based in Toronto, Canada. He can be reached at [steve.stewart@opwglobal.com](mailto:steve.stewart@opwglobal.com). OPW is fueled by excellence as it develops fueling solutions and innovations worldwide. OPW delivers product excellence and the most comprehensive line of fueling equipment and services to retail and commercial fueling operations around the globe. For more information on OPW, please go to [opwglobal.com](http://opwglobal.com).*

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# CROSSOVER BEVERAGE POPULARITY INCREASES



*Crossover beverages are increasingly available to consumers, offering alcoholic versions of brands that have traditionally been associated with non-alcoholic beverages.*

BY ANGELA ALTASS

**"Crossover beverages** are being launched aggressively in the beverage alcohol world to satisfy the growth and demands of the new generation of beverage alcohol consumers," says Dave Bryans, president, C Store Consulting.

It is imperative that the alcoholic versions of these brands are easily identifiable by customers and staff alike even though they often share similar names, logos and packaging with non-alcoholic beverage products.

All alcohol products are usually merchandised in the same area of either a cold vault or sales area while non-alcoholic similar brands are merchandised with other

non-alcoholic products in a separate cooler area, notes Bryans.

"Convenience stores have always been the enabler of age restricted products and have a strong understanding of the expectations to ensure alcohol versus non-alcohol are not in the same coolers but have their own distinct identities and locations for each class of customer," says Bryans. "We are best at serving various restricted and non-restricted products in every community and this is just another product that customers demand."

Convenience store employees are trained to handle contentious products, says Bryans.

**"AS MORE AND MORE OF THESE CROSSOVER BEVERAGES ARE FOUND ON STORE SHELVES, IT'S IMPERATIVE THAT FRONTLINE WORKERS ARE GIVEN THE TOOLS THEY NEED TO RESPONSIBLY SELL THEM."**

**LAURA WENTLING, READY TRAINING ONLINE**


"Employees are trained to refuse the sale of cigarettes to anyone under the age of 19 and age test anyone who appears to be 25 and under," says Bryans. "For beverage alcohol, all employees 19 and over must be trained and certified at SafeSelling.com under the watchful eye of the alcohol and gaming commission. Any employee under 19 cannot handle or sell beverage alcohol in any location."

Convenience store owners often hire students for the summer season and Bryans notes that all employees under the age of 19 cannot handle beverage alcohol, whether that be receiving the products, stocking shelves or selling at cash. They should, however, be aware of these products in the store and be informed of which products they are authorized to handle and sell and realize that under scanning procedures, non-alcohol similar products would scan much cheaper than their alcohol equivalents.

Ready Training Online has created a product awareness training program that aims to educate and prepare frontline workers on the topic of crossover beverages. The company says that the emergence of these increasingly popular products, which put alcohol into traditionally non-alcoholic drinks, has created a demand for training and awareness, particularly for stores that sell both types of beverages.

"The crossover training is available to Canadians as it is offered as online training, however, we currently only offer this module in English," says Tom Hart, director of business development, Ready Training Online. "This training is unique in the sense that this trend is gaining popularity and training becomes critically important for responsible alcohol sales. This is especially important for employees who may be new to the convenience business and may not immediately recognize products that would be in the crossover category."

As part of the crossover alcohol product awareness training, employees learn how to differentiate these beverages from their non-alcoholic counterparts, how to stock them in a way that lessens confusion for the customer, and why it's important to know these things.

"As more and more of these crossover beverages are found on store shelves, it's imperative that frontline workers are given the tools they need to responsibly sell them," says Laura Wentling, government affairs, Ready Training Online. 



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## WHAT'S NEW

### OPW Vehicle Wash Solutions Displayed Full "United We Wash" Capabilities at The Car Wash Show in Las Vegas

OPW Vehicle Wash Solutions (OPW VWS) brands exhibited their industry-leading vehicle wash equipment and solutions at The Car Wash Show, in Las Vegas. OPW VWS showcased the full "all for one, one for all" mentality that is embodied by its "United We Wash" motto as its vehicle wash brands – PDQ Manufacturing, Belanger, Innovative Control Systems (ICS) and Turtle Wax PRO – came together to exhibit in a single space for the first time.

"The Car Wash Show is the biggest stage in the vehicle wash industry, so this was the ultimate way to illustrate to our friends in the industry the full capabilities of our legendary vehicle wash brands under the 'United We Wash' umbrella," said Dave Dougherty, vice president/general manager of OPW Vehicle Wash Solutions. "Befitting the enormity of the event and our commitment to it, our brands came together to display the full array of vehicle wash technologies that OPW VWS has to offer, in the process reinforcing our position as the sole single-source provider of standard-setting, top-of-the-line wash equipment and systems."

The roster of OPW VWS wash-system technologies that were on display during the show included:

#### PDQ Manufacturing

- **LaserWash 360 Plus In-Bay Automatic Vehicle Wash System:** The LaserWash 360 Plus uses Smart 360 Technology that allows the wash to "think for itself" and be responsive to the dynamic conditions in the wash bay. The Smart 360 Cleaning System provides better wash coverage through rounded arch corners, optimized chemical-application timing and tilting arch functions. The Smart 360 Arch Control System eases entry into the wash bay by moving around the complete vehicle perimeter for more thorough coverage. The Smart 360 Drying System offers FlashDry service that streamlines the time needed to perform basic drying functions. All Smart 360 features can be managed and monitored through the system's Smart 360 networking capabilities. The Laser Wash 360 Plus can also be outfitted with the LaserGlow Arch, the most advanced lighting option currently available to the industry. The eye-catching lighting of the LaserGlow Arch can attract potential customers from the street or parking lot. With infinite color and lighting patterns available, the LaserGlow Arch becomes a reliable 24/7 marketing tool.

#### Belanger



#### TruTrak

- **Legend By Belanger Tunnel Wash Series:** All Legend by Belanger wash components are designed around flexible wash configuration models that enable operators to create wash solutions that best meet the needs of their customers. This also allows wash operators to craft a wash system that appeals to the senses of the driver, who is looking for a safe, efficient and memorable wash experience – and one that delivers a reliably clean vehicle as it exits the tunnel.
- **TruTrak Belt Conveyor:** Belanger's newest tunnel wash innovation, the TruTrak Belt Conveyor, has been designed to further ease and simplify the vehicle-loading process in tunnel washes. TruTrak also provides carwash operators with an operational advantage, greater longevity, reduced maintenance expenses, and improved uptime.
- **Kondor Flight Touchless In-Bay Automatic Wash System:** Released in late 2024, the Kondor Flight one- and two-arm touchless IBA system builds on the success of the original Kondor while adding a new look with a sleeker wash carriage; bigger and brighter lights with strategic placement for maximum visual appeal; new revenue-generating optional OverGlow Hi-Gloss Application cleaning system; and a standard rust-free stainless-steel carriage frame.
- **AutoTowel By Belanger:** AutoTowel is a next-generation friction-drying technology that keeps its DryMitt drying media from being oversaturated during the wash day. This is accomplished through AutoTowel's patent-pending vacuum system that extracts and pulls water away from the slow-spinning DryMitt drying media as it works, resulting in a totally dry vehicle as it exits the tunnel, even at line speeds up to 140 vehicles an hour. This capability eliminates the need for additional dryers, which saves tunnel space, along with the deployment of employees armed with towels at the tunnel exit. Ultimately, it means that the last car of the day is as dry as the first.

#### Innovative Control Systems (ICS)



- **Auto Passport AI-LPR:** ICS's newest license-plate recognition (LPR) system simplifies LPR for vehicle wash club members through a seamless, contactless enrollment process that enhances operational efficiency and customer satisfaction. The upgraded AI-LPR solution features machine-learning capabilities that can result in up to 99.9 per cent LPR accuracy.
- **Auto Sentry Max:** ICS introduces its newest payment terminal. With an eye-popping 32" screen, the new Auto Sentry Max improves the customer experience in a truly big way. In addition to all the valuable features and benefits of the legendary Auto Sentry lineup, the Auto Sentry Max provides enhanced accessibility, more dynamic use of video and individualized sales messaging.



#### Turtle Wax PRO

- **AutoLux Branded Products:** Turtle Wax PRO's expanded AutoLux product family consists of six brands, all of which have been designed to be cost-effective wash-chemical options for operators: Graphene, Triple Wash, Volcano Bath, CeramiGuard, Raincoat, and Hydro-Blast. Each brand is also backed by comprehensive marketing and signage programs that enable it to be seamlessly integrated into any touchless or soft-touch vehicle wash business.
- **Turtle Wax PRO Complete:** Unlock unparalleled value with Turtle Wax PRO Complete, the comprehensive support ecosystem behind the industry's most recognized carwash brand. From True-View chemical monitoring systems to the Turtle Wax PRO Learning Center to marketing credits and distributor growth programs, Turtle Wax PRO Complete equips operators and distributors with the tools to grow with confidence.
- **Soax Self-Serve Systems:** Designed for flexibility, performance and profitability, Soax systems offer operators a self-serve solution built to drive ROI. Engineered for ease of use and maintenance, Soax is ideal for investors looking to capitalize on the growing self-serve segment with minimal overhead and maximum uptime.



- ClearWash Reclaim Systems: Reduce freshwater usage by up to 60 per cent and boost your sustainability credentials with ClearWash. These reclaim systems are built with operator simplicity in mind, delivering high-performance water recycling that lowers operational costs and meets evolving environmental standards.

To learn more about the complete range of vehicle wash equipment, wash chemistries and payment systems offered by the companies of OPW Vehicle Wash Solutions, visit [opwws.com](http://opwws.com).



#### **John Terpstra Leads Deltic Wash Force as Director of Installation and Service**

Barrie, Ontario – Deltic Wash Force is pleased to highlight the exceptional contributions of John Terpstra, who has been an integral member of the team as director of service and installation. With over 40 years of experience in the carwash industry, he brings a wealth of expertise and leadership that continues to strengthen the company's commitment to delivering outstanding service and installation to its customers.

John's career spans all facets of the carwash industry. He has worked for Hannah Car Wash Systems (which later merged with Sherman Wash Systems), operated his own wash for several years, and held key roles at MacNeil Wash Systems. John has also worked with two Canadian companies, advancing to Mondo Products, which was acquired by NCS. He has serviced major oil companies such as Shell Canada, Petro Canada and Parkland Corporation. John also served as the national health and safety officer for Mondo.

"We are fortunate to have John on our team," said Brett Bunston, president of Deltic Wash Force. "His decades of experience and unwavering commitment to quality work perfectly align with our mission to provide outstanding service and innovative solutions to the car wash industry. His contributions have already had a tremendous impact, and we look forward to the continued influence he will have as we grow."

"I'm proud to be a part of Deltic Wash Force and to work alongside such a talented, dedicated team," said Terpstra. "I'm excited to continue contributing my expertise and help Deltic Wash Force grow and succeed in the carwash industry."



#### **Parkland Corporation to be Acquired by Sunoco LP**

CALGARY, AB - Sunoco and Parkland Corporation have announced that they have entered into a definitive agreement whereby Sunoco will acquire all outstanding shares of Parkland in a cash and equity transaction valued at approximately U.S.\$9.1 billion, including assumed debt.

"This strategic combination is a compelling outcome for Parkland shareholders," said Michael Jennings, executive chairman of Parkland. "The board unanimously recommends the proposed transaction, recognizing Sunoco's commitment to safeguarding Canadian jobs, retaining the Calgary head office, and further investing in Canada. This partnership creates significant financial benefits for shareholders and would position the combined company as the largest independent fuel distributor in the Americas."

"Today marks a significant milestone," said Bob Espey, president and CEO of Parkland. "This transaction delivers immediate value for shareholders, including an attractive 25 per cent premium. Sunoco shares our commitment to growth, customer service, operational excellence, and ongoing investment in Canada, making our combined business stronger and better positioned for sustained success."

Sunoco will maintain a Canadian headquarters in Calgary and significant employment levels in Canada. Sunoco is committed to continuing to invest in Parkland's innovative refinery, which produces low-carbon fuels, while maintaining safe, healthy and growing operations for the long-term. The refinery will continue to operate and supply fuel within the Lower Mainland. Sunoco will continue to support Parkland's plan to expand its Canadian transportation energy infrastructure. The combined company's expanded free cash flow will provide additional resources for reinvestment in Canada, the Caribbean, and the United States in support of both existing and new opportunities.

The transaction is expected to close in the second half of 2025.

#### **Washworld, Inc. Unveils New Touch-Free Car Wash – Razor HyperForce**

DE PERE, Wisconsin: Washworld, Inc. officially unveiled and presented its newest addition to the Razor family, the Razor HyperForce, at the Car Wash Show in Las Vegas, Nevada. The company also celebrated the product launch online across all social media platforms. The unveiling of Razor HyperForce highlighted the product's advantages, speed and complete coverage.

Washworld's Razor HyperForce is engineered with dual high pressure spray arch manifolds that have specific alternating VeeJet nozzle placement for complete coverage. The HyperForce pump station includes a 40HP high efficiency motor driving a CAT 3545HS making it capable of 1500 psi @ 36 GPM. These features provide the ultimate cleaning and customer experience.

For more information, visit [www.washworld-inc.com](http://www.washworld-inc.com).



#### **Saint James Iced Tea Announces Expansion to Canada**

Saint James Iced Tea has announced its launch in Canada. Known for quality ingredients and diverse flavours, the brand continues to grow its global sales and distribution footprint, bringing its ready-to-drink beverage to the Canadian market.

"Canadian consumers value sustainability, clean ingredients, and great taste—values that align perfectly with our brand," said Brad Neumann, co-founder and co-CEO of Saint James. "We are eager to connect with Canadian communities, deliver exceptional value, build lasting relationships, and become a go-to choice for health-conscious tea lovers."

To celebrate this retail expansion, Saint James has partnered with Max Domi of the Toronto Maple Leafs to amplify the Canadian launch via social media. Additionally, Saint James Iced Tea is proud to be an official partner of Boots and Hearts, Canada's largest and most renowned country music festival, taking place from August 7–10, 2025.

The brand will continue to expand its distribution with a retail focus on conventional, natural, club, and convenience channels in both the U.S. and Canada. For more information visit [www.saintjamesicedtea.com](http://www.saintjamesicedtea.com).

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