

# signals

A publication for members & friends of the New Car Dealers Association of B.C.

November - December 2018

## *The NCDa presents on Member Issues to the Select Standing Committee on Finance and Government Services*



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## Chief Car Washer's Message

What a year 2018 has been! A year of major changes, challenges and choices for our sector and our members.



### Trade and Auto Tariffs

It came down to the wire, but a last gasp agreement between Canada, the US and Mexico was finally reached - a deal that is very significant for the automotive industry and the economies in all three nations.

The United States-Mexico-Canada Agreement (USMCA) sets a five-year transition period for the regional value content for autos (the percentage of the vehicle that must be manufactured in North America) to increase to 75 per cent from the current 62.5 per cent, to qualify for the duty-free movement of vehicles and parts across the three countries borders. This could well create more opportunities, especially for Canada's highly competitive vehicle parts manufacturers.

Canadian-US automotive trade is worth close to \$150 Billion a year. In BC, the new car sector generated more than \$16 Billion in retail sales last year and its share of retail sales is now 19-per cent, second only to food and beverage sales. BC's New Car Dealers are also responsible for some 30,000 family-supporting jobs across the province.

A tip of the hat to John White and his team at our national association, Canadian Automobile Dealers Association (CADA), for a tremendous effort to communicate to the Federal Government the importance of avoiding a trade war in automotive.

### Vehicle Emission Standards

On another cross-border matter with great significance, CADA recently prepared a report to advocate for a single, North American set of vehicle emission standards.

Given the highly integrated nature of the industry across North America, regulations governing the way vehicles are manufactured should also be equally integrated between our two countries.

A patchwork system makes no sense, for the simple reason that it's very inefficient for manufacturers to produce vehicles that conform to a variety of separate and distinct regulations. Under this scenario, the only tangible result would be compromised manufacturers and dealers and higher prices for consumers - which in effect would lead to drivers to hold on to old vehicles for a longer period of time, achieving the opposite environment effect of the proposed regulations.

A harmonized approach is the right thing to do for the environment and the economy - and recognizes the reality of the integrated market and automobile industry.

### Clean Energy Vehicles for BC

The New Car Dealers Association of BC (NCDA) welcomed an infusion of \$10 Million in bridge-funding from the BC government for the CEVforBC™ to carry the Program through 2018.

The NCDA is privileged to administer the Program on behalf of BC Government, through which more than 8,400 EV sales have been processed in the past three and a half years (to September, 2018). In fact, during the first six months of this year, more than 1,400 transactions occurred.

BC leads the country in per capita EV adoption, at 3.7 percent through education and incentives and we are doing so without the prospect of damaging supply mandates that would be counter-productive. Under such a policy shift, the only way to meet regulated quotas would be to restrict the sale of new non-EVs in order to avoid penalties. As a result, many British Columbians would be prevented from buying a vehicle that meets their family's needs or that of their business. It would also mean additional costs to auto manufacturers who would have no choice but to add these costs to all their new vehicle lineups.

We remain hopeful that the BC Government and their Green Party colleagues will continue to be leaders and continue this partnership, rather than adopt arbitrary vehicle sales mandates. Carrots not sticks have BC on track to meet the BC Government's target of five percent of clean energy vehicles sold by 2020.

### Cannabis Legalization

Another significant milestone in 2018 was the Cannabis Act officially becoming law in October, legalizing the recreational use of cannabis in Canada.

The NCDA worked with SHK Law on a comprehensive briefing for our members on how they can adjust their HR policies around "Cannabis at Work" which we shared with our members during our Chairman's Tour around the province. The presentation was well received, and we encourage dealers who have not seen the presentation to reach out to us to receive the materials.

The NCDA also issued a News Release and a column on driving and Cannabis, stressing that this landmark decision in no way relaxes the laws that make getting behind the wheel of a vehicle while impaired an offence. Our message to all teenagers, young adults, parents and grandparents - let's please work together to keep BC's roads and workplaces safe.

### Changing of the Guard at CADA

At its October Board Meeting in Newfoundland, CADA thanked southern BC Dealer Neil Kalawsky for his service once again on the Executive Committee, filling in mid-term for BC Dealer and CADA Executive Harry Mertin, who has retired from the business. Neil served as the CADA Chairman previously at a very critical time in 2009 during the economic downturn.

The BC seat on the CADA Executive will now be filled for six-years by Langley Dealer, Peter Heppner, from Preston GM. Mr. Heppner also serves on the Board of the NCDA as Secretary Treasurer. In addition, the two other CADA Director seats for BC will now be filled by NCDA Chairman, Jeff Hall (Hallmark Ford in Surrey) and Peter Sia (Northland Nissan in Prince George) replacing outgoing Directors Ryan Jones (Marv Jones Honda in Maple Ridge) and John Wynia Harbourview (VW in Nanaimo). Our sincere thanks to all of these gentlemen for their willingness to volunteer their time to serve Canada's dealers.

### 2019 Vancouver International Auto Show - Member Benefit

We're excited to be involved in the planning for the 99th Annual Vancouver International Auto Show - and look forward to welcoming you to the Show, March 19-24, at the Vancouver Convention Centre. Association Members have opportunities to participate and get involved through exhibit space, contesting, rolling billboards and more. Contact us to get involved (Jason Heard, Executive Director: jheard@vanautoshow.ca or 604.220.2725). Check out the new website for show updates, activations and ticket purchases: [www.VancouverInternationalAutoShow.com](http://www.VancouverInternationalAutoShow.com)

### Municipal Elections

On October 20, municipal elections were held around our Province. On behalf of BC's New Car Dealers who do business in 55 communities around the province, congratulations to those who were elected or re-elected. To those who retired or not re-elected, thank you for your service to your local communities and mostly importantly, to all candidates who put their names forward, thank you for stepping up and contributing to the democratic process.

### Member Benefits

At our AGM in May, we welcomed a new Board with fresh ideas and direction, with Board members excited about the future of the Association. Thanks to the good financial position of the Association, we are looking at ways to add further value to member dealers. As a result, the Board is pleased to announce:

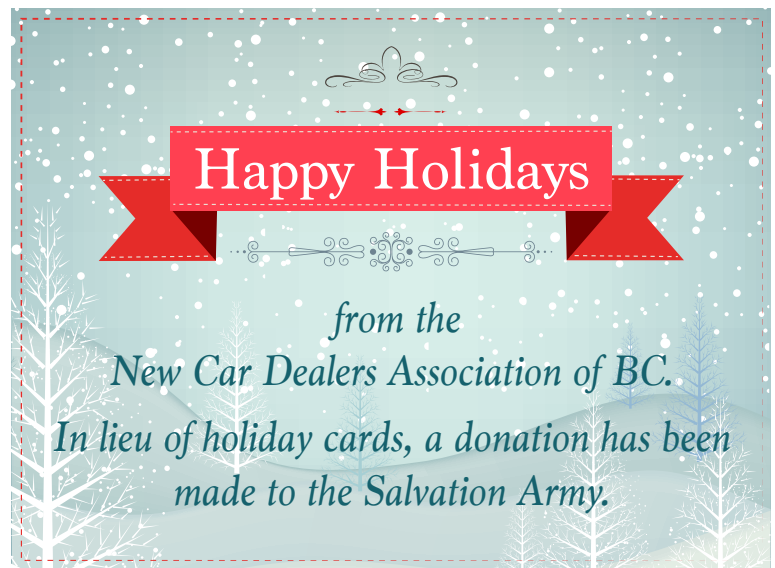
- For 2019, a Special Issues Fund (SIF) levy will not be charged to member dealerships
- Other member benefits: Wage and Salary Survey and OH&S Manuals will be listed as value added services for 2019 and included for member dealers at no charge.

Look out for 2019 NCDA membership renewal packages to arrive shortly.

### Year End Greetings and Appreciation

As we look to the end of 2018 and prepare for the opportunities of 2019, I would like to wish our members and all the friends of our industry warm wishes for the holiday season. I would also like to extend a sincere thank you to our Board of Directors for their time and wisdom as they govern the efforts of NCDA and to our small and capable staff team for their dedication to BC's New Car Dealers.

Blair Qualey - President & CEO  
New Car Dealers Association of BC (NCDA)  
Member, Canadian Automobile Dealers Association (CADA)





# Welcome

## TO OUR NEW ASSOCIATE MEMBER

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# Dealer Wholesale Licensing to Be Phased In

## **Documentation of Wholesale Transactions Needed Now**

### **Licensing**

The *Motor Dealer Amendment Act* requires dealers who sell to a wholesaler or to another dealer to get a Wholesaler Licence from the VSA. There is no additional cost for a wholesaler licence when it is obtained in conjunction with an active dealer licence. And, to make the process even easier, dealers will be asked about their wholesale activities with their next dealer licence renewal. No action regarding a wholesale licence is needed until renewal time.

### **Documentation of sales required now**

Wholesale transactions must be documented using a wholesale agreement that includes required information about the seller, the buyer and the vehicle\*. A wholesale seller must now make the standard declarations required in Section 23 of the MDA Regulation. These are the well-known declarations regarding prior damage and use, out of province registration and more.

If the vehicle is not intended for transportation, the documents must include a statement that the vehicle is not suitable for transportation. If the vehicle or vehicles are intended for repair by the purchaser, a statement such as the following is recommended:

*This vehicle or these vehicles have not been inspected. They are sold as not suitable for transportation. The vehicles are to be towed or hauled away.*

A copy of the sales agreement, including the declarations, must be given to the vehicle buyer.

\*A wholesale agreement that has been reviewed by the Registrar is available from Michael Mason, but a wholesale seller may design and use their own agreement to meet the requirements of the Act.

### **Wholesaler Representatives**

At renewal, dealers will be asked to identify the employees who handle their wholesale transactions. These Wholesaler Representatives must be vetted, but there is no licence required.

If a Wholesaler Representative is already a licensed salesperson, they will need training on the recent wholesaler legislation. The \$85 online continuing education fee will be waived for all Wholesaler Representatives identified by an active dealer at renewal.

If a Wholesaler Representative is not a licensed salesperson, they must complete the limited wholesaler training course or the salesperson certification course and be vetted. The wholesaler course is a two-session webinar with online assignments. The course fee is \$250. Criminal record check fees will also apply.

More information on the *Motor Dealer Amendment Act* can be found in a number of VSA Industry Bulletins that can be found on the VSA website.



**Vehicle Sales Authority**  
of British Columbia



doug@mvsabc.com  
Tel: 604.575.6171  
[www.vehiclesalesauthority.com](http://www.vehiclesalesauthority.com)

**Doug Longhurst**  
Director of Learning and Communications  
Vehicle Sales Authority of British Columbia (VSA)





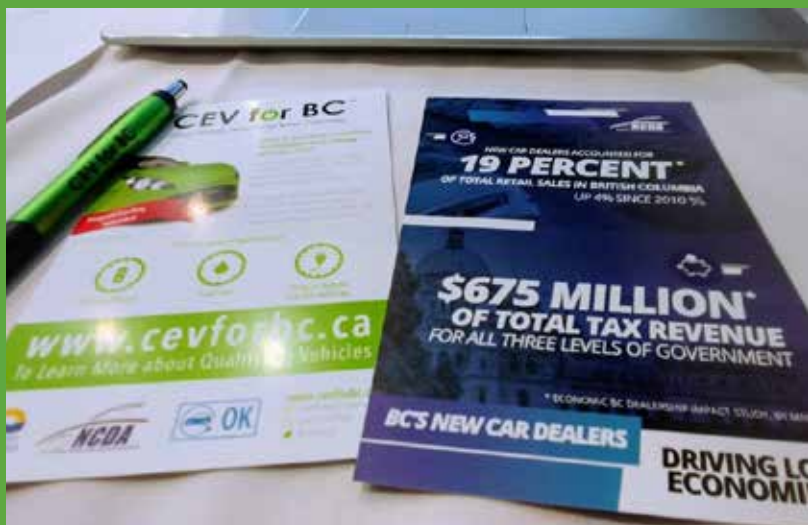
## BC Legislative Finance Committee Presentation

President and CEO, Blair Qualey presented to the BC Legislative Finance Committee on October 10. As part of the presentation, the NCDA brought 18 balloons - three of which were white - to represent 14% of GHGs in this province are from light duty cars and trucks. BC dealers are working hard to pop these three balloons over time. Other messages delivered by the Association included concerns about the growing tax burden on BC dealers, the rationale for continued CEV funding and highlighting the economic engine that is BC's New Car Dealers.

## Fall Chairman's Tour

The New Car Dealers Association of BC (NCDA)'s Chairman's Tour included stops in the Lower Mainland, Northern BC and the Okanagan throughout September and October. NCDA Chairman, Jeff Hall, and President & CEO, Blair Qualey provided an update on what the Association has been working on for our growing number of dealer and associate members. Our legal experts from Shapiro Hankinson and Knutson Law Corp. (SHK) addressed members on Canada's recently-enacted Cannabis legislation, and how it may affect dealership business. Other updates included car career and Job Board efforts with the national Canadian Automobile Dealers Association (CADA); the latest on political developments, including the layers of taxes and BC Clean Growth/Climate Plan and what it means for BC's New Car Dealers; and, the recent announcement from the Province of \$10 million in bridge-funding for the CEVforBC™ Program.

Members are also encouraged to mark their calendars for the 2019 Vancouver International Auto Show. The annual event will showcase the latest, greatest and hottest designs and the latest technologies, March 19 - 24th, 2019. A big thank you to all dealer members and staff that came out to join us. We had a great time networking and making connections along the tour in beautiful British Columbia.





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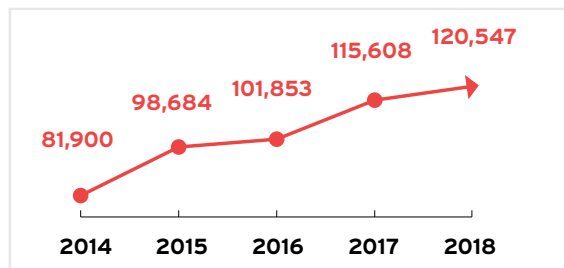
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Source: BIV, <https://biv.com/datatables/top-consumer-shows-lower-mainland-2018>

Building on the strong growth of the past few years of Vancouver International Auto Shows (VIAS), with consistently more than 100,000 attendees, the 99th annual VIAS returns March 19-24, 2019.

VIAS continues to be Western Canada's best attended consumer show, one that connects exhibitors with an established market of affluent consumers who are in the market for new vehicles.

**You're invited** to take part in VIAS and join our proven platform of success. You'll have an exclusive opportunity for a pop-up store display at the heart of the city with the highest sales of luxury and electric vehicle sales per capita in North America.

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- ▶ **SALES LEADS**

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- ✓ Amongst the Largest Electric Vehicle Test Drive Event in North America
- ✓ Opening Night Industry Gala
- ✓ Drive Ups, Concepts, Feature Builds, Lifestyle Features, Entertainment and MORE!

### Our Media Partners Say:

***"THERE'S SOME SHINY NEW CARS HERE,  
THERE'S SOME VINTAGE CARS HERE,  
THERE'S A BIT OF SOMETHING FOR EVERYONE."***

- Kaitlyn Herbst, Global News



The Vancouver International Auto Show (VIAS) is owned and operated by the New Car Dealers Association of BC (NCDCA). NCDCA represents more than 390 franchised new car and truck dealers in BC, employing 1 in 7 British Columbians or more than 30,000 people. NCDCA is the voice of the BC automotive industry and is a proud member of the national Canadian Automobile Dealership Association (CADA).



BC's New Car Dealers are looking to hire more than 20,000 people in the next 10 years. Learn about car careers: [autocareerstart.com](http://autocareerstart.com)

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# \$10 Million Bridge Funding Added to CEVforBC™

## CEV for BC™

Clean Energy Vehicles for British Columbia



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

The New Car Dealers Association of BC (NCDAB) applauds the \$10 million in bridge-funding from the BC government to see the CEVforBC™ through the end of the current fiscal year. Government announced the bridge funding in September for the CEVforBC™ Program.

"The short-term commitment to the Program is welcome," says Blair Qualey, CEO and President of the NCDAB. "However, given the government's acknowledgement of the success of CEVforBC™, we trust they will see the benefit in maintaining or enhancing the Program over the long-term."

Through the CEVforBC™ Program, which the NCDAB administers on behalf of Government, more than 8,400 EV sales have been processed in the past three and a half years

"In a province in which the issue of affordability is very real, an incentive program provides many families and individuals the means to transition to a clean energy vehicle," said Qualey. "Through the combined leadership of the NCDAB and the Province of British Columbia, CEV's in B.C. are more accessible than ever- and we hope to continue that partnership, as it has benefited the province, the environment and consumers."

Due to the success of BC's efforts and strong demand for accessible, clean transportation, funding for the CEVforBC™ point-of-sale incentives were running out faster than expected. These additional funds will maintain the program until through the current budget-cycle. It is anticipated the provincial government will release a strategy for a clean growth future this year.

The latest statistics indicate British Columbia has the highest per-capita electric-vehicle adoption rate in Canada. British Columbia had the highest market share of electric-vehicle sales in Canada at 3.7% in June. Between April and June of this year, more than 1,400 incentive applications were paid out to consumers.



CEVforBC™ presented a ride and drive for delegates at the annual 2018 UBCM Convention in Whistler



# ***Special Olympics*** *Snapshot*

## **Special Olympics BC changing the landscape for athlete health**

*B.C.'s New Car Dealers are among the longest-standing supporters of Special Olympics BC. In this issue of Signals we continue the series demonstrating all that your support helps to bring to life through the world of Special Olympics – all the experiences of joy, friendship, empowerment, and acceptance for more than 4,800 athletes with intellectual disabilities around the province.*

Eliminating the health disparities between people with intellectual disabilities and the general population is both complicated and a massive challenge.

Special Olympics BC set out to tackle that challenge when it hosted its Champions of Inclusive Health Summit in Surrey in late October.

The event attracted more than 70 stakeholders, including representatives from NGOs, community groups, government, parks and recreation, researchers, school boards, and SOBC athletes with the goal of advancing health outcomes for individuals with intellectual disabilities across the province.

Dan Howe, Special Olympics BC President & CEO, said it is going to take a collective effort to make significant improvements in the health and well-being of people with intellectual disabilities.

"It is not one that government, Special Olympics, or any other body can do on its own. We must work together and build resources, opportunities, awareness, and knowledge if we are to be successful," Howe said.

Research shows people with intellectual disabilities experience worse health care and access to services than others in their communities. Globally, millions of people with intellectual disabilities lack access to quality health care and experience dramatically higher rates of preventable disease, chronic pain and suffering, and premature death in every country around the world.

In developing and developed countries alike, people with intellectual disabilities are consistently one of the most marginalized population subsets – a status that comes with horrific health outcomes, such as higher rates of premature death and obesity.

Through international findings, we can infer that British Columbians with intellectual disabilities likely have lower life expectancies, live more sedentary lifestyles, and are hospitalized more frequently than the general population. A sample of some of the stats is quite telling:

- Individuals with intellectual disabilities are seven times more likely to be the victims of sexual abuse. Individuals with ID are also less active than the general population.
- It is estimated that only 13.5 per cent of adults with ID meet the recommended daily physical activity guidelines, while 50 per cent report more than four hours of screen time per day.
- Twenty-six per cent of psychiatric diagnoses were classified as 'severe' in individuals with intellectual





disabilities, compared to only eight per cent in those with a psychiatric diagnosis but no ID.

- Individuals with intellectual disabilities experience obesity rates two-to-three times that of the general population.
- Poor nutrition is common, with only seven per cent of individuals with intellectual disabilities eating a balanced diet.

A person with a disability is not an inherently unhealthy person. Health status is affected by genetics, social circumstances, environment, individual behavior, and health care access. Special Olympics is addressing the range of barriers that affect the health of individuals with intellectual disabilities, which include lack of access, education, and resources.

Many individuals with intellectual disabilities have trouble realizing or expressing their health concerns, and many health professionals have not had the opportunity to receive specific training, or are not familiar enough with this population, to know the best questions to ask to draw out the issues.

With the generous support of B.C.'s New Car Dealers Association, Special Olympics BC is changing the game for athlete health and striving to create a world where people with and without intellectual disabilities have the same opportunity to be healthy.

The New Car Dealers Foundation / Special Olympics BC Auction has raised more than \$4.9 million and this tremendous support helps fund programs that include:

- Special Olympics Healthy Athletes screenings, through which individuals with intellectual disabilities receive free health screenings in a supportive environment, helping identify issues and receive referrals for the care they need, while participating health care professionals receive training about this population's specific health care concerns and how to ask the right questions.
- Year-round health support including Club Fit programs, health advocacy training for athletes, Fit Families & Friends programs for families and caregivers along with athletes, information and support offered through provincial programming such as the Performance Program and functional testing, and the development of health, fitness, and nutrition resources on the SOBC website.

As we continue to reach out to communities across the province to improve health outcomes for people with intellectual disabilities, we are forever grateful for the support of the New Car Dealers Association.

To learn more about Special Olympics BC's health initiatives, visit:  
[www.specialolympics.bc.ca/healthy-athletes](http://www.specialolympics.bc.ca/healthy-athletes)



## Drug & Alcohol Checklist , Contributed by SHK Law

This checklist is to be reviewed and considered by dealers in the preparation or update of their drug and alcohol policies. We note that this is a working checklist and should not be exclusively incorporated into, or relied on by dealers, for their current workplace policies. We recommend that each dealer modify their policy to accommodate specific workplace needs, as there is no 'one size fits all' policy.

Should dealers require any assistance or if they have any questions in respect of workplace policies, SHK Law Corporation is available to assist.

A drug and alcohol policy should include, but not necessarily be limited to the following items:

### 1. Objectives and Scope

- State the objectives of the policy, which should include:
  - o a policy statement describing the organization's position on substance use;
  - o the purpose and goals of the policy;
  - o to whom the policy applies (employees, contractors, volunteers, etc.);
  - o the substances that are covered under the policy (alcohol, legal drugs, illegal drugs, prescription drugs, etc.);
  - o the expectations, roles and responsibilities of employees and employers;
  - o where and when the policy applies (only on the premises, when using employer property, during social events, on call duties, etc.)
- Does the policy apply to all staff members on the premises at all times, whether or not they are on duty?

### 2. Definitions

- Define the key terms of the policy
- Provide definitions that are clear, easy to understand and applied fairly to everyone

### 3. Guidelines

- Set out guidelines for drug and alcohol use in the workplace
- Distinguish between recreational alcohol consumption, marijuana use, medical marijuana use, prescription drug use and illegal drug use
- Provide guidelines on whether or not a complete prohibition on certain drug and alcohol use in the workplace is in place
  - o Is the prohibition limited in some way (for instance, does it only apply to employees that work in a safety sensitive positions)?
- Provide guidelines on whether employees are required to advise their employer if they use legal medication and/or illegal drugs that may impact their ability to safely perform their job

### 4. Roles and Responsibilities

- Identify your employees' (including key personnel) roles and responsibilities in adhering to and enforcing the policy
- Include clear procedures on how to monitor for and handle suspicion or detection of impairment and substance use
- Set out examples of behavioural indicators of impairment or substance use (such as observation of depression, attitude changes, confrontations, etc.)

- Set out examples of performance indicators of impairment or substance use (such as absenteeism, poor performance, accidents, near misses, etc.)
- Provide information on whether there will be information sessions for employees to learn about the policy
- Provide information on whether employees are permitted or requested to provide feedback in respect of the policy
- Set out the key personnel that an employee may speak to about the policy

### 5. Accommodation

- Set out a detailed accommodation process
- Acknowledge the legal requirement that employers have a "duty to accommodate" employees up until the point of undue hardship
- Provide guidelines for:
  - o how an employee may or must report substance use (whether legal or illegal), addictions and disabilities;
  - o what management must do if they observe that an employee may be affected by substance, but that employee does not admit or recognize the potential issue;
  - o how management must monitor, inquire and investigate potential substance use or impairment;
  - o what medical information the employer may request and the employee must provide;
- specifically, what information must be made available to the employer;
  - o who will conduct further investigations and reviews (such as an independent medical practitioner);
  - o testing procedures (if any);
- consultation with relevant experts and stakeholders should take place when testing is being considered as part of workplace policies or practices;
  - o describe how, once sufficient investigation is conducted, an accommodation plan is created which may deal with:
- hours of work;
- work station access and adjustments;
- hiring practices;
- work procedure adjustments;
- provision of specific services, facilities, aids or equipment;
- reassignment of duties;
- etc.
  - o how will employee progress be monitored and evaluated;
  - o what factors will be assessed to determine undue hardship
- Include procedures pertaining to the maintenance of employee privacy and confidentiality during the investigative process and when receiving support
- Policies may refer employees to resources and information for further assistance

## 6. Disciplinary Consequences

- Clearly lay out the disciplinary consequences if the policy is violated
  - Ensure that restrictions, violations and consequences are well-defined
- Provide guidelines that:
  - define what constitutes a violation of the policy;
- what happens if an employee reports for work or returns to work under the influence of alcohol or drugs;
  - set out clear procedures for how the employer will respond;
  - explain the consequences for different violations;
- consequences may include immediate removal from a safety-sensitive area, suspension or dismissal for cause, etc.

## 7. Acknowledgement

- Consider having employees sign an acknowledgement, at least confirming that they have received the policy
- Ensure that employees have access to the policy

*This checklist was created by SHK Law Corporation as a working checklist that should not be exclusively incorporated into or relied on by dealers for their workplace policies. Should dealers require legal advice, contact SHK Law Corporation at the address set out below.*



LAW CORPORATION

Contact us at: 604.684.0727 | [www.shk.ca](http://www.shk.ca)

## CarCareerBC Awards: 2018 Grants Awarded and 2019 Application Now Open!



***Do you have employees, friends, or family who are pursuing post-secondary training in a field that may lead them to the auto sector? If so, encourage them to apply for a CarCareerBC Education Grant!***

The New Car Dealers Foundation of BC is proud to provide grants and awards to individuals entering the automotive field, or advancing their current skillset. CarCareerBC Education Grants are issued with the intent to assist with post-secondary education and training.

The 2018 Grants have been awarded, and over \$14,000 was offered to individuals throughout British Columbia. This year, funding has been able to assist students with tuition and the purchase of new tools.

Congratulations to the following individuals who were awarded CarCareerBC Education Grants:

- Aaron Gangar, Automotive Service Technician Program
- Arvir Kainth, Bachelor of Business Administration Marketing Management Program
- Brenden Jones, Business Administration Program
- Maria Brooker, Computer Science / Psychology Program
- Matthew Veenbaas, Bachelors of Commerce in Entrepreneurial Management Program
- Ryan Donnelly, Interactive Arts and Technology Program
- Shade Kure, Automotive Service Technician Program
- Talana Watt Madu, Bachelor of Science, Business Administration in Leadership Management Program
- Taylore Jones, Bachelor of Arts Program

*(Watch for award presentation photos in the next edition of Signals)*

It would not be possible to award these grants without the major leadership contribution from Manse Binkley and Harmony Honda, Marnie Carter and the Carter Auto Family, Christian Chia and the OpenRoad Auto Group, and Jim Pattison. The financial contributions from these individuals and companies allowed the New Car Dealers of BC to establish an endowment fund. Interest income from the endowment fund is given out on an annual basis through the Foundation's CarCareerBC Education Grant program.

### 2019 CarCareerBC Education Grant Deadline

Visit [www.newcardealersfoundation.ca](http://www.newcardealersfoundation.ca) for information on the 2019 CarCareerBC Education Grant, including an online application form. All 2019 applications must be submitted on or **before April 12, 2019**.

*Note: Applicants must be attending post-secondary school in the 2019-2020 school year.*

In addition to the CarCareerBC Education Grants, funding is also provided through awards established with BCIT, Coast Mountain College, Georgian College, Okanagan College, Vancouver Island University. The New Car Dealers Foundation of BC distributes a combined total of over \$40,000 through its various awards each year.



## Recipient of the Prestigious Ernst & Young Entrepreneur of the Year Award (Business to Consumer Category)

**A**s the leader of the region's largest automotive retail group, Christian Chia has been awarded the prestigious Ernst & Young Entrepreneur of the Year Award in the Business to Consumer category, 2018 Pacific Program.

Established in 1978 as Multiland Investment, the small, family-run dealership eventually grew to four stores and three brands by the time Christian became president in 1998. He then led the transition from Multiland to OpenRoad in 2000 and has since paved the road for explosive growth.

Today, OpenRoad is the largest auto retailer in BC, with 26 retail locations, including 23 dealerships and three collision centres.

OpenRoad continues to invest in a culture of innovation by implementing tools, such as a first-in-Canada custom payment platform (PaymentEngine) and a custom peer-recognition social application (OpenRoad Heart), and with employee learning like their internal Leadership Development Program.

The company now employs 1,100 staff and plans to expand further in Western Canada and Washington State.



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# YOUR TOP 5 MEMBER BENEFITS

*Thanks to the good financial position of the Association, we are adding further value to member dealers. As a result, the Board is pleased to announce for 2019, a Special Issues Fund (SIF) levy will not be charged to member dealerships and Wage and Salary Survey and OH&S Manuals will be listed as value added services for 2019. These will be included for member dealers at no charge. 2019 NCDA membership renewal packages will be sent out shortly.*



## Government Relations

NCDA is recognized as a strong and effective voice for the province's franchise automobile dealers. NCDA President and CEO Blair Qualey regularly engages elected officials at all levels of government to share and address issues of concerns to dealer members.



## Jobs, Training And Education

In a rapidly changing environment and aging workforce, there is a need to attract high quality candidates to fill positions. NCDA has joined forces with the national CADA and Career Start to host a Job Board for dealership members to post job openings. The Association also provides grants and scholarships for automotive industry programs that lead to work at new car dealerships. More than \$40,000 in scholarships and grants were distributed in 2018! Contact us for application forms.



## Media Relations & Industry Spokesperson

NCDA speaks on behalf of the retail new automotive industry to the public, media, and government, and deals primarily with the legal, environmental, and consumer issues relating to new vehicle sales in British Columbia. Given the many challenges confronting the automotive sector, the NCDA regularly engages with local,

regional and sometimes national media on issues and hot button topics related to BC's automotive sector, including writing weekly and monthly columns in local, community and regional papers and Canadian Auto Dealer Magazine, on relevant issues.



## Member Focused Events: Industry Conference, Chairman's Tour and Auto Show Gala

This annual fall Industry Conference is a must-attend industry event, involving distinguished speakers, addressing topical issues in addition to networking opportunities with industry leaders. It's an opportunity to learn new marketing strategies, government and legal issues, cyber security, human resource issues and more. The Chairman's Tour includes stops in each provincial region and is an opportunity for members to hear about the Association's activities, and bring forward issues affecting members.



## Consumer Events: Vancouver International Auto Show

NCDA owns and operates the Vancouver International Auto Show, Western Canada's best attended consumer show! The event appeals to auto enthusiasts and consumers of all ages as well as original equipment manufacturers (OEM) and dealers! Mark your calendars for March 19th - March 24th, 2019.



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## Who's Who at the NCDA

### OUR VISION:

For member dealers and the dealer franchise system to be seen by the public as the best choice to fulfill all their automotive needs.

We are a small, but dedicated and hardworking team of seven individuals working to serve all Members of the New Car Dealers Association of BC. Should any questions, concerns, issues or ideas arise, the Association staff will be available to listen and help.

Get in touch via phone, email, fax or in person at our new Langley office!\*\*

\*\* New NCDA office location. Please note that we've re-located to Langley and our new address is 380 - 8029 199th St., Langley, BC\*\*



**Blair Qualey**  
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Mobile: 604-897-0852



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**Joshua Peters**  
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**Beatrice Fancu**  
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## Contract Support

### Vancouver International Auto Show



**Jason Heard**  
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### New Car Dealers Foundation of BC



**Christie Morning-Smith**  
Community Relations  
foundation@newcardealers.ca

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380 - 8029 199th Street, Langley, BC. V2Y 0E2  
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## CORPORATE PARTNERS



The NCDA is a proud member of the Canadian Automobile Dealers Association (CADA). CADA is the national association for franchised automobile and truck dealerships that sell new cars and trucks. [www.cada.ca](http://www.cada.ca)



The Vancouver International Auto Show (VIAS) is Western North America's best attended consumer show, and one of its premier automotive exhibition events. VIAS is owned and operated by the New Car Dealers Association of BC and set a new attendance record for 2018, at more than 120,000 attendees. The 2019 VIAS returns March 19-24 at the Vancouver Convention Centre. Learn more: [www.VancouverInternationalAutoShow.com](http://www.VancouverInternationalAutoShow.com)

## CEV for BC™

Clean Energy Vehicles for British Columbia

The Clean Energy Vehicle for BC (CEVforBC™) Point of Sale Incentive Program is administered on behalf of the Province of BC by the New Car Dealers Association of BC. CEVforBC™ provides purchase incentives for plug-in hybrid and electric vehicles to BC residents. [www.cevforbc.ca](http://www.cevforbc.ca)



BC Scrap-It is a voluntary early retirement vehicle program that provides incentives to help British Columbians replace higher polluting vehicles with cleaner forms of transportation. [www.scrapit.ca](http://www.scrapit.ca)



## OFFICIAL SUPPLIERS

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ADESA Vancouver's auctions provide registered dealers, brokers, automobile manufacturers, rental agencies as well as corporate and government fleets with a complete vehicle marketing solution in British Columbia. Learn more at: [www.adesa.ca/Vancouver](http://www.adesa.ca/Vancouver)

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# Manual.

At most auto dealerships, HR functions such as employee onboarding, benefits enrolment, compliance awareness, safety training, and corporate policies are all handled separately, and managed manually. These activities require a lot of time and effort from your managers, to follow-up and confirm that everyone's up-to-date, and nothing has been missed.



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Alloygator Canada	Scott Ashton	sashton@alloygatorna.com	(604) 880-4871	<a href="http://www.alloygator.ca">http://www.alloygator.ca</a>
AllWest Insurance Services Ltd.	Renee Nielly	rnielly@allwestins.com	(604) 733-7383	<a href="http://www.allwestins.com">http://www.allwestins.com</a>
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Manheim Auto Auction Company (Cox Automotive Canada)	Jack Sulymka	jack.sulymka@coxautoinc.com	(905) 875-3522	<a href="https://www.manheim.com/">https://www.manheim.com/</a>
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