

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

signals

March - April 2019



**THE 99TH ANNUAL AUTO SHOW -
115,000 STRONG!** Page 14



Record Setting Clean Energy Vehicle Test Drives Page 16





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Chief Car Washer's Message

The First Quarter of the year was exceptionally busy for the New Car Dealers Association of BC (NCDA), as provincial and federal budgets were delivered containing details that have a direct impact on our members. At the same time, we were also in the midst of preparations associated with staging our signature event of the year - the 99th annual Vancouver International Auto Show (VIAS) at the Vancouver Convention Centre (West).



We share a collective goal with the provincial government to continue the acceleration in adoption of clean energy vehicles. In the last year in particular, we have experienced a significant and positive shift. Through the CEVforBC™ Program, which we administer on behalf of the Province, almost 6,300 incentive transactions occurred in 2018, an increase of four-thousand over the previous year.

The partnership is one we strongly value, one that is working and one that we hope to continue and push EV adoption to new heights in the years ahead.

Of course, there are several factors that come into play as we work to raise the bar and the province demonstrated its commitment in Budget 2019. On behalf of our members, I had the opportunity to take part in the media and stakeholder budget "lock-up" where Victoria announced the CEVforBC™ Program will be topped up by \$42 million and a further \$30 million will be invested in the infrastructure required to charge an electric vehicle or fuel a hydrogen vehicle.

These key investments will help continue BC's nation-leading adoption of clean energy vehicles in the next three-years as we engage government on the development of a workable system for Zero Emission Vehicle sales quotas across BC, beginning in 2025.

At the federal level, Budget 2019 included the announcement of a new electric vehicle incentive program. As of the publishing date for this SIGNALS edition, what we know for sure is the incentives will be available in BC and stackable with the CEVforBC™ and Scrap-It Credits. However, we are not sure when or how the program will be rolled out - but it is certainly promising news to further increase the adoption of clean energy vehicles in British Columbia.

To read further details about the recent Provincial and Federal Budgets, please see page 27 in this edition of SIGNALS.

The Vancouver International Auto Show is an event that Western Canada's auto industry looks forward to each year but, more importantly, it also brings together multiple generations of people from around BC and beyond, to share a common passion for all things automotive.

The 99th edition served once again to underline both the strength of the sector in this region and the love affair that the people of Vancouver and the Pacific Northwest have for their cars and trucks.

More than 115,000 auto enthusiasts attended the six-day event - the third best showing in its 99-year history. This year's total is just shy of previous record numbers achieved in 2017 and 2018, and was buoyed by a record turnout on Saturday, exceeding 30,000 guests. We are pleased to see more than 115,000 guests enjoy the Auto Show for three years running.

The 2019 Auto Show offered a who's who of the luxury and exotic vehicle models. There was an ode to the past with some of finest original and restored vintage automobiles found anywhere under one roof, thanks to Hagerty, among others. Add to that, a wide array of sports cars, pick-up trucks, sedans, supercars, classics and specialty one-off creations. There was truly something for everyone. In total, more than 400 new vehicles representing the top brands from the world's leading automakers and included the first glimpse of new vehicle products in advance of them hitting showrooms in the final quarters of 2019 and early 2020.

One of the highlights of the Auto Show was the annual media preview that provided media, stakeholders and social influencers the opportunity to get a sneak peek of some of the “picks of the show” and “don’t miss vehicles.” This year, debuts were presented by manufacturers such as Subaru, Genesis and Lexus. A number of feature displays were incorporated into the media preview, such as Ken Block’s heavily modified ’65 notchback Hoonicorn Mustang which was making its Canadian debut. Other noteworthy feature presentations included the Canadian made and designed Felino Supercar and the McLaren Senna, one of the most widely anticipated supercars of the year.

One vehicle that stole the hearts of media and show-goers was the Van of Hope, the 1980 Ford Econoline van that supported Terry Fox during his Marathon of Hope in 1980. The iconic van served as a source of reflection for many and is an iconic piece of Canadiana and automotive history.

The media preview was also the venue for significant announcements, including the Automobile Journalists Association of Canada (AJAC) presenting its annual Green Car and Utility Vehicle of the Year Awards. This year, those honours went to the Nissan Leaf as the Canadian Green Car of the Year and the Jaguar I-PACE as Canadian Green Utility Vehicle of the Year.

Another popular feature this year was the expanded **Electric Vehicle Experience (EVE)** test drives, presented by CEVforBC™, and charged up by FLO. The number of drivers who got behind the wheel to test drive a variety of clean energy vehicles through the EVE Test Drive and the Toyota and Lexus Hybrid Ride and Drive, totalled 2,700 - the best participation in the history of the event. Approximately 2,500 drivers participated in 2018.

The Vancouver Auto Show has always been about technology and this year was no different. HTEC (Hydrogen Technology & Energy Corporation) announced a collaboration with the international convenience store chain, 7-Eleven to build two retail hydrogen refueling stations in British Columbia. The station locations— one in North Vancouver and another proposed for Vancouver Island—will be part of the six-station network HTEC is building to support the rollout of the first 1,000 zero-emission hydrogen fuel cell electric vehicles (FCEVs) in BC. This builds on the current station in place on Granville Street in Vancouver.

The annual Auto Show also provides an opportunity for our industry to celebrate and honour the best and the brightest in a number of categories, during an evening that is rightly entitled **DISTINCTION** during the opening night of the Auto Show.

I encourage you to read through this edition of SIGNALS for highlights on the award winners in various categories, including Community Driver Awards, Salespeople of the Year Awards, and of course our Green Star Awards that honours dealers for their outstanding work in the sale of clean energy vehicles. Also honoured, and rightly so, were the Automotive Dealership Management Graduates from the Automotive Business School of Canada - the next leaders in our industry.

I want to close with a very important Thank You.

An event as significant as the Vancouver International Auto Show doesn’t happen without the hard work and dedication of many people. So, to our Board of Directors, Auto Show Committee, OEM and Commercial Exhibitors, Sponsors, Jason and Phil Heard our Show Management contractors, Unveiled Gala contractor Christie Morning-Smith, Levy Show Services, Laura Balance Media Group and our incredible NCDA staff team, including Joshua Peters and

Shakira Maqbool - a very special thank you to you all!

And of course, a very special thank you to the 2019 Vancouver International Auto Show Premier Sponsors - RBC®, Continental Tire, The Grand Tour - Amazon Prime Video, CEVforBC™, AutoTrader, BC Hydro, and ICBC, including Beere, Drive Marketing Group, Chatime and Fild - without whom this event would not occur.

The 2019 edition has been one of the most successful and memorable - but rest assured, organizers are already busy preparing for the 100th edition of this magnificent event that will take place a year from now.

MARK YOUR CALENDARS: Running from March 24 to 29, 2020, we are already discussing plans to ensure the 100 years of automotive in BC will be truly special.

In anticipation of the 100-year anniversary, we are asking our members and the public to share their favourite British Columbian automotive experiences through social media by using the following hashtag: **#VanAutoShowTop100** - we will work to compile and curate the top-100 automotive events, moments and experiences to be shared in the lead up to the 2020 Auto Show, along with some special surprises!

As we continue to work on behalf of our members who contribute so much to the province of BC, stay tuned for details related to upcoming events that enable opportunities for collaboration and feedback - including the Summer/Fall Chairman’s Tour, Western Dealers Conference and upcoming New Car Dealers Association AGM in May.

Sincerely,

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

The graphic features a circular logo on the left with the text "auto CAREER START" inside. To the right of the logo, the text "3,200 DEALERS EMPLOYING 150,000 PEOPLE — IN CANADA" is displayed in large, blue, sans-serif font. Below this, a dark blue horizontal bar contains the text "AUTOCAREERSTART.COM" in white. At the bottom, a red horizontal bar contains the text "#DRIVEYOURFUTURE" in white, followed by social media icons for Twitter (@AUTOCSCA), Facebook, and LinkedIn.

Welcome

TO OUR NEW ASSOCIATE MEMBERS

Associate Members of the New Car Dealers Association of BC provide vital products and services to Dealer Members, allowing them to do business with greater cost effectiveness, environmental responsibility, and general efficiency.



BDO's automotive retail practice has a dedicated group of professionals with deep experience in the automotive retail industry. In addition to accounting and tax planning services, BDO assists clients in adapting to the rapidly evolving landscape of auto sales by providing dealerships with transaction, financing, risk management, fraud awareness and succession planning services.

Our automotive expertise combines industry knowledge and technical experience to support clients. BDO tailors services to meet the specific needs of clients in their business activities. We're dedicated to building strong, long-lasting relationships which is demonstrated by our market leading dealership client base. With over 100 offices located across Canada, BDO combines the resources of a large international firm with comprehensive knowledge of the BC market to complement your ever-changing needs.

Contact:

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BDO Canada
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Year over year statistics tell a story....

- **5% growth in active business licences and 3% growth in salespeople licences**
- **12% growth in salesperson licensing activity and course delivery**
- **10% growth in consumer queries**
- **10% increase in consumer and industry website activity**

It's a busy industry despite downward movement in new vehicle sales in BC and across the country. Dealers are facing many challenges from a variety of sources and the Vehicle Sales Authority is working to stay current in our approach to regulate this complex industry.

Industry Code of Conduct

Many of you are aware that the VSA has worked alongside industry in requesting government to create a code of conduct that will support a high bar of professionalism in this industry. A focus group was created to build requirements for a new industry-wide code of conduct. Several existing industry codes were sourced and referenced in building this new code, including the Canadian Auto Dealers Association, the Automotive Retailers Association of BC, the RV Dealers Association of BC, the US based National Auto Dealers Association, and the US based National Independent Automobile Dealers Association. We also looked at the Code of Ethics under Ontario's legislation for the dealer industry there. The BC Government released a new Code of Conduct for the vehicle sales industry in the province on February 8th 2019. The VSA will require a mandatory educational component to go with the release of the new code of conduct. This has prompted the VSA to re-assess our Continuing Education program on a go forward basis.

Change to Continuing Education Approach

For 2019, the mandatory education requirement to cover both the new code of conduct and the 2018 legislative amendments to the Motor Dealer Act will also serve as the Continuing Education requirement for the entire industry.

This will be a no charge web-based course. To be clear, there will be no fee for this course that all are required to take AND it will also count as a CE credit.

Going forward, the Registrar will identify a relevant and timely topic each year and the VSA will develop a web-based course that all licensed salespeople will be required to take under the Continuing Education program. So instead of managing a five year, three course requirement continuing education cycle, we will be simplifying the process to one course per year. Annual CE requirements is a standard practice in many regulated industries. We are re-assessing our fee schedule to match this new approach. More details to follow in the coming weeks.

Progress with VSA Initiatives

- We have finalized a new VSA Board Code of Conduct and Conflict of Interest policy. This was developed to support decisions regarding everything from board recruitment to everyday behaviors of board members. We will be sharing this document with our industry partners.
- Our new Regulatory Best Practices Task Force is underway! This task force will work closely with industry in each of these key areas:
 - Assessing our current regulatory philosophy & framework versus counterparts in automotive regulation and other industry regulators and experts
 - Engaging with Government to modernize the Delegation Agreement originally written in 2004
 - Examining our current approach to referral fees and seeking legal and other expert opinions to ensure relevancy and progressive thinking
- We continue to take necessary steps to ensure that our leadership roles and staffing models will position us for the future. We will be in a position very soon to announce a new Director Licensing and Industry Services who will be responsible for leading the Compliance, Licensing and Consumer Services (soon to be renamed Consumer Services & Industry Standards!) teams. This new layer of support for those teams will create new capacity for the managers reporting in to spend more time with their teams. Additionally, this change will allow the Registrar to focus more on strategic regulatory planning and activities.
- We are beginning to look at policies, processes and our core system to create much needed efficiencies and clarity - more on these initiatives soon!

I continue to learn something new everyday! And I look forward to visiting dealerships more in 2019. I have always believed that the best way to understand a business is meeting those that actually do the work!

I want to thank the VSA Board of Directors who have been patient and strong supporters of a new leadership approach - although I may be pushing my luck as we transition the board to a new digital platform (Aprio) for all things board related. It will be a busy spring for the VSA Board as 6 of 11 positions will turnover by May 1st. Stay tuned for these Board updates.

*By Loree Gray
President, Vehicle Sales Authority*



UNVEILED

at the Vancouver International Auto Show
MARCH 19, 2019 | Vancouver Convention Centre West

On behalf of the NCD A Board of Directors, thank you for joining us at **DISTINCTION: Celebrating Excellence**, and **UNVEILED**, the opening celebration of the 2019 Vancouver International Auto Show (VIAS).

We hope that you enjoyed the evening!

Many arrived early to join in on **DISTINCTION: Celebrating Excellence**. With a drink in one hand, and a cowbell in the other, guests cheered on recipients of the following awards: 2018 BC Salespeople of the Year Awards, 2019 Community Driver Awards, 2018 Green Star Dealer Awards, and a presentation of the Automotive Dealership Management Graduates from the Automotive Business School of Canada.

The event was standing room only and paid tribute to all our fantastic award winners!

UNVEILED was also successful as dealer members, associate members, manufacturers, government, media guests, and friends of the Association were invited for a special evening of entertainment, great food and gorgeous views!

More than 600 guests joined us for a fabulous evening. Thanks to everyone who attended!

A special thank you to ADESA Vancouver and TradeRev for running the Live Auction, with proceeds benefitting New Car Dealers Foundation of BC, and Special Olympics BC.

Thank you to all sponsors for your support. Great events such as these are simply not possible without your participation!

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Salespeople of the Year Awards



Community Driver Awards



Platinum



Gold



Silver



Bronze



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Green Star Dealer Awards



Wristband



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Most Improved Plug-In Hybrid Electric Vehicle Sales
OpenRoad Hyundai Richmond

Vancouver Island Top Battery Electric Vehicle Sales
Campus Nissan

Vancouver Island Top Plug-In Hybrid Electric Vehicle Sales
Victoria Mitsubishi

Lower Mainland Top Battery Electric Vehicle Sales
Applewood Nissan Richmond

Lower Mainland Top Plug-In Hybrid Electric Vehicle Sales
Metrotown Mitsubishi

Interior BC Top Battery Electric Vehicle Sales
Kelowna Nissan

Interior BC Top Plug-In Hybrid Electric Vehicle Sales
Kelowna Chevrolet

Northern BC Top Plug-In Hybrid Electric Vehicle Sales
MacCarthy Motors

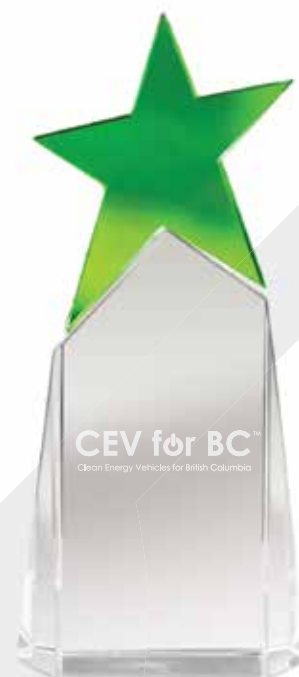
Northern BC Top Plug-In Hybrid Electric Vehicle Sales
Prince George Toyota

Northern BC Top Plug-In Hybrid Electric Vehicle Sales
Terrace Toyota

Green Star Awards recognize BC Dealerships for the sale of
clean energy vehicles in British Columbia, across all brands.



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Congratulations!

2018 SALESPEOPLE of the YEAR AWARD



Sunny Gill
Burrard Acura



Gurp Mangat
Lougheed Acura



Andy Tsai
Aston Martin
Vancouver



Maggie Zou
Audi Boundary



Jonathan Wang
Bentley Vancouver



Valentino Almeida
Brian Jessel BMW



Borko Nikolcic
Maple Ridge Chrysler
Dodge Jeep Ram



Mark Harrison
Ferrari Maserati of
Vancouver



George MacDonald
MSA Ford Sales



Harry Dhaliwal
Barnes Wheaton GM
North Surrey



Daniel Tung
Open Road Honda
Burnaby



Brent Miscisco
Maple Ridge Hyundai



David Chung
Morrey Infiniti of
Burnaby



Adam Smith
JLR Vancouver
(MCL Motors)



Zohreh Layegh
Applewood Kia
Surrey



Nathan Chu
Lamborghini
Vancouver



Andy Ho
Open Road Lexus
Richmond



Robert Willoughby
Steve Marshall
Motors



Eric Chan
Ferrari Maserati
of Vancouver



Kelly Wei
Signature Mazda



Patrick Ng
Mercedes-Benz
Richmond



Katie Chan
MINI Richmond



Jason Zhen
Metrotown
Mitsubishi



Adam Davies
Morrey Nissan
of Coquitlam



Brian Yeung
Porsche Centre
Vancouver



Steven Wu
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DISTINCTION

Celebrating Excellence

The New Car Dealers Association Of B.C. Awards Evening



Congratulations to the 2019 Award Winners!



Nasir Kamrudin, General Manager, Surrey Honda, on behalf of BPL Auto Group



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Awards Presented By

 **NCDA**
NEW CAR DEALERS ASSOCIATION OF BC

The annual Community Driver Awards were presented during the evening of DISTINCTION at the Vancouver International Auto Show. The Awards recognize the superb achievements of hard working and dedicated new car dealers throughout British Columbia that are strongly involved in their community and exemplify business comradery. Each year a winner is selected in each of six provincial regions; congratulations to this year's Award recipients:

Metro Vancouver
Northern BC
Kootenays
Okanagan/Interior
Vancouver Island
Fraser Valley

BPL Auto Group
MacCarthy Motors
AM Ford
KOT Auto Group
Campus Auto Group
Wolfe Auto Group

Community Driver Award - Dealer Feature Series

Taking home the honour for Metro Vancouver this year is the BPL Auto Group; Richmond Acura, Richmond Honda, and Surrey Honda.

No matter the contribution, whether it be big or small, BPL Auto Group serves as an example of a company that brings a level of passion and commitment to every job they set out to do. They continue to go above and beyond to make a positive impact in their community. Company President Peter Brasso says the honour came as a complete surprise. "It feels really good to be recognized and everybody at our three dealerships was excited to hear about this award, especially when we know so many dealerships in our region are making a positive contribution to their respective communities."

For BPL Auto Group, community engagement has become a part of the culture. "As members of our communities, we feel part of our corporate responsibility to put a portion of their earnings back into the community to help social causes that assist those less fortunate," says Brasso. Whether it's participating in the Windows of Hope Food Bank Drive, or supporting the annual Ride2Survive ride for curing cancer, BPL Auto Group has found unique ways of giving back to their community.

One project where BPL Auto Group's involvement truly stands out is an ongoing partnership with Quest, a non-profit that is based in Vancouver's downtown east side. Quest partners with local wholesalers who donate surplus food, which is distributed throughout the Lower Mainland to those in need, reducing hunger through dignity by giving a hand up instead of a hand out. As an official transportation sponsor, BPL Auto Group has contributed close to half a million dollars over the last 10-years to this very worthy cause. BPL Auto Group staff have volunteered their own time on multiple occasions and Peter Brasso, sits on Quest's Board of Directors and volunteers his expertise as President.

According to Brasso, "it's not just about writing a cheque and giving money, it's about being personally involved and staying involved. We also feel it's important that staff feel we are more than just a car dealership, and a vital part of the community."

The BPL Auto Group continues to work consistently with multiple non-for-profit organizations providing long term financial and volunteer support.

The Community Driver Award acknowledges all of their contributions while encouraging a continued commitment to staying involved in the community.

**AUTOMOTIVE
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**Congratulations to the Automotive
Dealership Management Graduates from the
Automotive Business School of Canada!**

Griffin Jarvis - Heartland Ford

Terry Kirby - Prince George Toyota

Jordan Koch - DK Ford Sales Ltd

Reilly Kuski - Taylor Auto Group

Wayne McIntyre - Bannister Ford

Jamie Moffat - Southgate Audi

Cole O'Connell - Heartland Ford

Sarra Othman - Jaguar Landrover Edmonton

Cassidy Palmer-Ruben - Don Wheaton Chevrolet Buick GMC Cadillac Ltd

Daniel Peterson - Cam Clark Ford Red Deer

Bryan Railton - Country Hills Volkswagen

Dean Rideout - Mercedes-Benz Langley

Derek Roulston - Nelson Toyota

Michael Thomas - Valley Toyota

Andrew Wheaton - Wheaton Auto Group



99 Was a Great One!

The people of British Columbia once again demonstrated their love of everything automotive, as more than 115,000 guests made their way to the 99th Vancouver International Auto Show.

The final attendance number was the third-best in the 99-year history of the event and sees the last three years all cresting above the 115,000 mark.

This year, more than 400 vehicles were featured, including a record number of electric and hybrids, new offerings from manufacturers never seen before in Western Canada, in addition to several highlight and feature displays.

What became abundantly clear over the course of this year's auto show was the fact that it truly had something for everyone – from the latest models coming to dealer showrooms, classics, modified supercars, or specialty one-off creations.

There were a number of features that proved to be especially popular, including: the eye-catching Jaguar I-Pace, which was honoured with the Canadian Green Utility Vehicle of the Year; the all new Jeep Gladiator, which proved to be a magnet for people in attendance; the Canadian debut of Ken Block's heavily-modified 1965 Mustang, otherwise dubbed the "Hoonicorn", and; the Felino supercar, designed by former Canadian race car driver Antoine Bessette, who engaged fans throughout the week.

From an emotional perspective, nothing came close to the response received by the Van of Hope, the 1980 Ford Econoline van that supported Terry Fox during his 1980 Marathon of Hope. Whether it was people recalling where they were during that period of time or because they or family members have been touched by cancer, the van served as a source of reflection and symbol of hope for many.

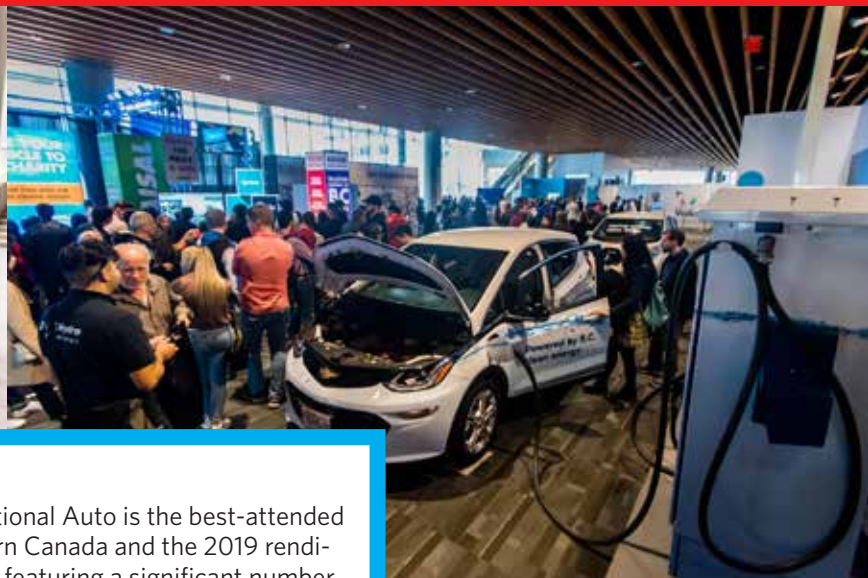
A popular feature this year was the expanded Electric Vehicle Experience (EVE) test drives, presented by CEVforBC™, and charged up by FLO. See page 16 for further highlights.

The 2019 event was also the first time that all fuel-source vehicles were represented on the show floor. From electric, hybrid, hydrogen fuel cell, to gas, diesel or propane powered vehicles – they were all on display at this year's show.





RIDE AND DRIVE!

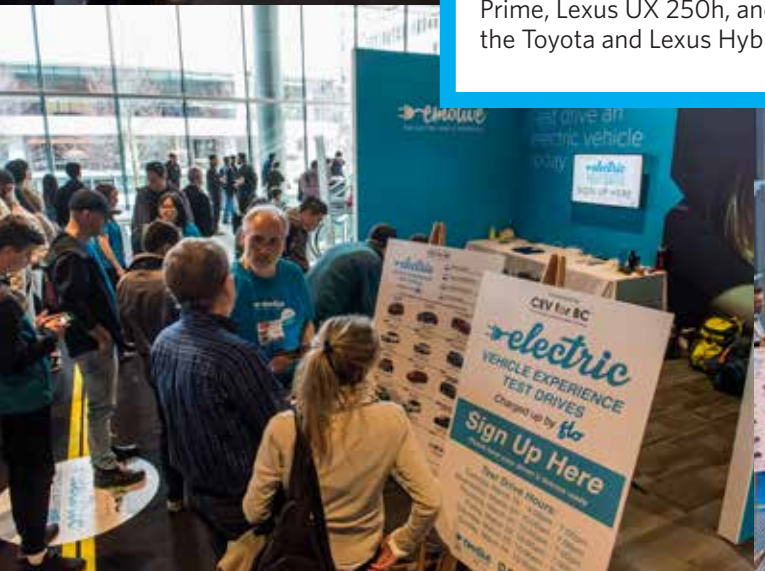


The Vancouver International Auto is the best-attended consumer show in Western Canada and the 2019 rendition was the greenest yet, featuring a significant number of the newest electric, fuel cell and plug-in hybrid clean energy vehicle models.

The expanded Electric Vehicle Experience (EVE) test drives, presented by CEVforBC™, and charged up by FLO, provided an opportunity for visitors to learn more about this important, and growing consumer option - and get behind the wheel of one of these remarkable products.

The number of drivers who took the opportunity to test drive one of the clean energy vehicles through the EVE test drives and the Toyota and Lexus Hybrid Ride and Drive, totalled more than 2,700 at this year's event - the best participation level in history of the event. Approximately 2,500 drivers participated in 2018.

In total, the test-driving selection of 36 vehicles was the largest ever and many of the top-selling brands were available, including the Tesla Model-3, Nissan Leaf, Chevy Bolt, Mitsubishi Outlander, Chrysler Pacifica, VW e-golf, and Hyundai Kona - along with the Toyota Prius-Prime, Lexus UX 250h, and a number of other models at the Toyota and Lexus Hybrid Ride and Drive.





MARK YOUR CALENDARS!

The **99th Vancouver International Auto Show** proved to be a success in every conceivable way – and now our attention turns to the **100th Auto Show**.

The 2020 Vancouver International Auto Show is scheduled to take place at the Vancouver Convention Centre West, March 24-29, 2020. Rest assured, our Auto Show Management Team is planning a number of special ways to both honour and celebrate the 100-year mark.

In anticipation of this very special occasion, Auto Show Management is asking the public to share their favourite British Columbian automotive experiences through social media by using the following hashtag: **#VanAutoShowTop100** – and we will compile the top-100 automotive events, moments and experiences to be shared in the lead up to the 2020 Vancouver International Auto Show, along with some special surprises! *Stay up to date on the latest news:*
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Special Olympics

Snapshot

Meet Athlete Tiana Kirkegaard

B.C.'s New Car Dealers are among Special Olympics BC's longest-standing champions. It's our privilege to introduce you to SOBC athletes and coaches from around the province, whose stories show the difference you make by supporting Special Olympics – you help create experiences of joy, friendship, empowerment, skill development, and health improvements for more than 4,800 athletes with intellectual disabilities in 55 B.C. communities.

Special Olympics BC – Delta athlete Tiana Kirkegaard loves music, movement, and making friends through SOBC. A talented rhythmic gymnast, Kirkegaard says the sport gives her opportunities to be active and express herself.

Kirkegaard competed in the 2018 Special Olympics Canada Summer Games as a member of Team BC, earning an impressive total of five gold medals. Kirkegaard said she is very proud of how she did in Antigonish, Nova Scotia, and after the competition she felt “overwhelmed but happy!”

Kirkegaard's parents attended National Games and said it was a wonderful experience.

“For me, watching all of the athletes really brought tears to my eyes. I was deeply moved and the athletes were treated with such respect and support,” said Tiana's mother Sandra Kirkegaard.

One of the youngest members of Team BC, Kirkegaard said her teammates did a great job of making her feel accepted and included. She made many friends in Antigonish, and Kirkegaard said she learned a lot from her experienced and knowledgeable teammates.

Kirkegaard worked hard to prepare for National Games, and she is very grateful to the incredible coaches who helped her be at her best. This includes Team BC and SOBC – Vancouver coach Jennifer Fyfe and longtime SOBC – Delta coach Courtney Keith of Dueck Auto Group. Kirkegaard says working with Keith over the years has made her feel “happy and fearless.”

Tiana's father Dan Kirkegaard says Special Olympics has helped Tiana develop confidence and the capacity to do things at a high level, like competing in rhythmic gymnastics. It has also helped her build social skills and learn to express herself.

Outside of SOBC, Kirkegaard enjoys being active – especially outdoors. She listens to a wide variety of music and enjoys learning from her three older siblings who are involved in music. She also loves dancing and performing, and she is in her high school's production of Oklahoma!.

Going forward, Kirkegaard wants to make many new friends and get work experience. For Special Olympics, her goals are to try her best and qualify for World Games.

Please visit specialolympics.bc.ca to meet more SOBC athletes and learn more about the Special Olympics programs in your community.



*Special Olympics BC - Delta athlete
Tiana Kirkegaard*



Friends and family of Members of Special Olympics Team Canada 2019 travelled all the way to Abu Dhabi 2019 to cheer them on at the World Games. The team secured 155 medals! #MeetTheDetermined



Sechelt's World Games gold medallist swimmer Genny Verge!

New Car Dealers Foundation/ Special Olympics Online Auction Fast Approaching!

GET SET TO BID!

**IMPORTANT DEADLINE.
DON'T MISS IT!**

AUCTION DATES:

Auction opens for bidding: **May 3**
Auction closes: **May 9**

The **2019 New Car Dealers Foundation / Special Olympics BC Auction** is coming soon! This long-standing and highly successful fundraiser makes a difference by supporting the work of Special Olympics BC and the New Car Dealers Foundation.

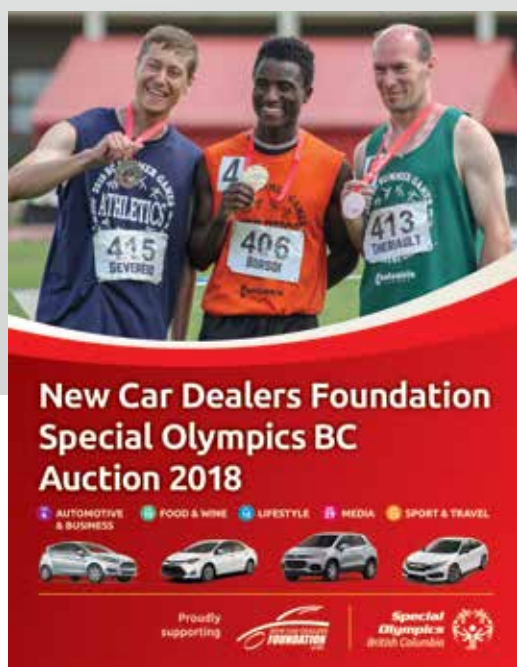
From May 3 to 9, visit www.newcardealers.ca to find the link to make your bids in this year's auction.

You can help in a variety of ways:

- Bid online on the many amazing items in the auction!
- Please consider making a cash donation – a tax receipt will be issued.
- Last-minute auction item donations can be added to the online bidding site – please email chadley@specialolympics.bc.ca or call 604-737-3073.

B.C.'s New Car Dealers have been helping Special Olympics BC change lives through the power of sport for 35 years. SOBC is so grateful for the ongoing support of the New Car Dealers who make the auction happen and who bid for the betterment of the charities.

For more information on the auction, contact *Christina Hadley* at chadley@specialolympics.bc.ca



RCMP - BC Auto Dealers Fraud



BC's Auto Crime Police are warning car dealers about a spike in cases where high value vehicles are being obtained by fraud. Several dealerships have been victims in recent months.

In this latest trend various brands of SUV's and trucks are purchased by suspects using falsified or stolen Quebec identification. Some of the purchases have started online. The suspects arrange financing and arrange for the vehicle to be shipped to a third party. The third party loads the vehicle into a container and the vehicle is shipped overseas. After defaulting on a payment the finance company or bank contacts the purchaser and realizes the transaction was fraudulent. By this time the vehicle has left Canada.

What can I do to protect myself?

Is the purchase unusual, i.e. unusually high value of after-market additions to the vehicle?

Does their story seem plausible? Why are they buying in B.C.?

Do not assume the purchaser is in your office. Check the name online or through to see if a phone number exists and call it. The real person may not be aware of the purchase.

Check with credit bureaus in BC or the province in which their ID originates.

If you believe the transaction may be fraudulent contact your local police department and advise them you have the suspect onsite.

For more information, please contact:

Insp. Brian MacDonald, M.S.M., Officer in Charge
I.M.P.A.C.T. (Integrated Municipal Provincial Auto Crime Team)
"B.C.s Auto Crime Police"
Mailstop #208 - 14200 Green Timbers Way, Surrey, B.C. V3T 6P3
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Thanks to Auto Career Start and CADA, BC dealership members signed up for time slots at the 2019 Vancouver International Auto Show to highlight their career opportunities.

ACS succeeds: more Canadians interested in auto retail

Nearly a year has come and gone since the unofficial reveal of CADA's Auto Career Start campaign. The initiative continues to grow, and it is succeeding in attracting more qualified and diverse people to careers in the Canadian auto retail industry.

"Right now there is an abundance of Canadians seeking employment opportunities on the ACS job board," said Astrid Mauger, Marketing Specialist at CADA, in an interview with CADA Newswire. "We expect the number of job seekers to continue to grow as we spread the message at various auto shows throughout the year."

The job board is an opportunity for dealers to connect with people that are interested in a career in this sector. For \$25, each employment offer that is posted on the job board is automatically boosted to the search engine Indeed.com, at no extra cost to dealers.

CADA is supporting provincial association events where there is an ACS presence to help boost Canadian interest in the auto retail sector. The most recent example of this is can been observed at the Vancouver International Auto Show, where the New Car Dealers and member dealers had a booth set up.

"We are pleased to support several provincial dealer associations across the nation who will be promoting ACS at their events," said Mauger. "Part of this support includes providing them with key messages and artwork to help them spread the word to potential future employees of the automotive retail sector — and employers as well."





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DISCIPLINING AND/OR TERMINATING AN EMPLOYEE

Addressing employee performance and conduct issues can be a difficult and complicated exercise. In recognition of the importance of an individual's employment to their sense of identity, self-worth and emotional well-being, legislation and the courts have set out some important principles of law that employers need to be aware of and comply with in addressing issues that may arise in the workplace with respect to an employee's performance and/or incidents of misconduct.

There has been a growing emphasis in our society on the duty of dealing in good faith and, as such, when employers make decisions to discipline and/or terminate an employee, care must be taken to ensure that the manner in which this discipline and/or termination is handled complies with this obligation of dealing in good faith, or risk being found liable for the damages that may flow from a breach of this duty.

Suspension of Employment

One issue that we are often asked to advise on is the entitlement of an employer to suspend an employee, either as a "punishment" for some misconduct and/or while the employer is investigating an incident of misconduct in the workplace. The Supreme Court of Canada has confirmed that an employer is entitled to suspend an employee while the employer conducts a workplace investigation (known as an administrative suspension), however, in doing so, the following rules must be followed:

1. The suspension must be necessary to protect the legitimate business interests of the employer (e.g., if the workplace misconduct involves an allegation of sexual harassment, the employer would be able to demonstrate a legitimate business interest in suspending the employee while it undertakes its investigation of the allegations).
2. The employer must be acting in good faith.
3. The suspension must be for a relatively short period and must be a fixed term.
4. Other than in extremely exceptional circumstances, the employee must be paid during the term of the suspension. (If an employee refuses to consent to or accept a paid administrative suspension, the employer could be at risk of being found to have constructively dismissed the employee if the suspension is unpaid.)

Failure to follow the above-noted rules in relation to an administrative suspension could put the employer at risk of being found to have constructively dismissed the employee.

Disciplinary suspension results when an employee has either admitted to a form of misconduct or the workplace investigation has revealed a misconduct committed by that employee and is used as a form of punishment. The same rules that apply to administrative suspensions would also apply to disciplinary suspensions and can only be unpaid if the employee agrees. (The employee could signify his/her agreement to an unpaid disciplinary or administrative suspension if there is an express term in the Employment Agreement signed by the employee at the commencement of his/her employment which expressly provides the employer with the right to use unpaid administrative and/or disciplinary suspensions.) An employer must be careful not to allow the disciplinary suspension to be so severe as to be seen as severing the employment relationship, as this may place the employer at risk of defending a constructive dismissal claim.

Given these risks, it is always prudent to seek legal advice before considering the suspension of an employee.

Performance Issues

It is often quite difficult to determine whether or not an employer has the right to terminate an employee for poor performance. In order to minimize an employer's risk of a wrongful dismissal claim, it is extremely important that employers demonstrate that proactive steps were taken to address the performance issues. The courts encourage the use of a progressive discipline model.

In order to establish a right to terminate an employee for poor performance, the employer has the burden of proving that the employee has consistently failed to meet reasonable objective performance standards of which the employee is aware. The rights and obligations of the employer will be affected by the severity of the poor performance. In the majority of cases, a pattern of substandard performance alone is not sufficient to justify dismissal for cause. If an employer is seeking to terminate an employee for poor performance, the employer must:

1. Raise the performance issues with the employee and warn the employee that his/her job is at risk if performance does not improve within a specified period of time.
2. Provide the employee with reasonable time and support for improvement.
3. Prove that, notwithstanding that the employee had reasonable time and opportunity to improve, the employee's poor performance persisted.

Although there is no legal requirement for the warnings to the employee to be in writing, the absence of written warnings will make it difficult for an employer to prove that it provided clear and unambiguous warnings that the employee's job was in jeopardy if he/she did not improve their performance. Not surprisingly, in most cases where a claim for wrongful dismissal has been advanced by an employee terminated for performance issues, there is a denial by the employee of any meetings or verbal warnings provided by the employer with respect to performance issues. Given that the burden is on the employer to prove cause for termination, the courts expect clear evidence from the employer to prove that the employee was provided with clear warnings about the poor performance and provided with a reasonable opportunity to improve.

In order to manage poorly performing employees and minimize the risk of a wrongful dismissal claim, an employer should consider the following best practices:

1. Develop clear written performance standards and/or job descriptions that will make employees aware of their roles and responsibilities and the employer's expected performance standards.
2. Ensure that the performance standards that are developed are applied consistently to all employees.
3. Provide timely and clear warnings of any performance issues.
4. Document discussions with employees about performance issues and, ideally, prepare written warnings outlining the performance

concerns, a time period for improvement and an express warning that, if the performance does not improve within the stated time period, the employee could be at risk of being terminated

5. Ensure that the employee is provided with a reasonable period of time to improve performance and assistance (e.g., through mentorship, additional training) to address the performance issue.

There is a very high bar to be met by an employer who is seeking to prove just cause for termination based on poor performance. As such, an employer would be well-served to follow the above-noted suggested practices and exercise patience in dealing with performance-related issues.

If you have an employment issue or need clarification on any of the points in this article, I would be pleased to assist (604.408.2026 or slal@shk.ca).

Seema Lal
Director, SHK Law Corporation

Contact us at: 604.684.0727 | www.shk.ca



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YOUR BUSINESS IS ALWAYS FOR SALE: ARE YOU READY?

The 3 P's to Drive Up the Price of Your Auto Dealership

According to the Canadian Federation of Independent Business (CFIB), two thirds of Canadian business owners plan to sell their companies within the next 10 years. With so many businesses set to hit the market, how will you position your auto dealership so you attract a buyer and get top dollar?

Aleem Bandali, Managing Director, MNP Corporate Finance Inc. has experience managing divestitures of all sizes in a variety of industries. While every sale presents its own set of challenges and opportunities, Bandali has identified the 3 P's— prepare, position and package—to help ensure you maximize value and effectively position your business for sale in any market.

1. PREPARE

Even though the sale of your dealership may be years away, there are critical factors you need to address today to ensure your company is structured properly. Getting the right people in place and retaining them is crucial. It's also important to have yearly strategic planning meetings where you and your management team set goals for your company so there is a plan to follow and measure results.

2. POSITION

Now that you have a solid foundation for growth in place, it's time to improve your business. Your accounting software and IT systems should enable you to see which product lines and services are most profitable and where improvements need to be made. You should also be continually reviewing processes to maximize efficiencies.

3. PACKAGE

Once the value of your auto dealership meets your financial goals and retirement plans, it's time to market your business effectively. "This is a very time-consuming process as the goal is to attract buyers, negotiate with each of them and get the best price possible. In many cases, this is the most crucial stage of the divestiture process," adds Bandali.

Six Ways to Enhance Value

In addition to the 3 P's and building the value of your dealership, here are six universal drivers that will help you maximize the return on your investment.

1. START PLANNING NOW

Preparing your company for a divestiture well in advance will help stakeholders maximize value. You can start to build value by identifying the key value drivers in your industry and implementing a

plan to improve the business. Once there, how fast your company sells depends on market conditions and the unique attributes of the business.

2. DEVELOP YOUR LEADERSHIP TEAM

Developing and implementing your divestiture strategy two to five years before you want to sell is key. "Your divestiture strategy must be carefully orchestrated because it's a very time consuming and demanding process," advises Bandali. "Most business owners underestimate the complexity needed to plan, execute and manage a divestiture while attending to their day-to-day business needs. Having a strong management team in place after you're gone is very appealing to buyers."

3. UPDATE YOUR BUSINESS PLAN

Most financial and strategic buyers are extremely savvy consumers. They want to realize immediate cost savings and leverage operating synergies which will drive growth subsequent to the acquisition. "This emphasizes the need for yearly projections and an updated business plan. It should also detail your dealership's niche and competitive advantages," he explains.

4. MONITOR KEY PERFORMANCE INDICATORS

Buyers are looking for a well-documented history that shows a strong financial position and solid growth. It is essential that you identify key performance indicators, regularly monitor them and address areas lagging in performance.

5. STAY FOCUSED ON GROWTH

All businesses will transition ownership at some point. Constantly look for ways to improve your auto dealership and never lose sight of your goal, which is to increase value.

6. REMOVE OBSTACLES

How prepared an owner is prior to the divestiture is as important as timing and market conditions. "Before selling, clean up any outstanding accounting issues, settle any labour disputes or pending lawsuits because they are bound to come up during due diligence and can be a costly surprise," warns Bandali.

Aleem Bandali, MBA, JD, is the Managing Director with MNP Corporate Finance Inc. Bandali delivers a broad range of services, including assisting clients with divestitures, mergers, acquisitions, and capital restructuring. To find out how you can build value or sell your business, contact Aleem at Aleem.Bandali@mnp.ca



The annual right-of-passage, known as the Provincial Budget “lock-up” occurred in February, an event that holds a great deal of significance for our industry, our members and consumers.

Budget 2019 is important from the perspective that it includes a host of positive clean energy initiatives and significant investments to support the CEVforBC™ Program and ongoing development of a fast charging network for electric vehicles and fueling for hydrogen fuel cell vehicles.

The CEVforBC™ Program will be topped up by \$42 million for point of sale purchase incentives of up to \$6,000 for qualifying EV or Hydrogen vehicles. A further \$6 million will be available to support light duty fleets in shifting to clean energy vehicles and \$1 million will be invested in program implementation and public outreach.

CEVforBC™ has been a significant factor in making the transition to EVs more affordable for British Columbians. Since the Program was established in 2011, almost 12-thousand incentives have been paid out to individuals and families for the purchase of electric vehicles.

Budget 2019 also included news that a total of \$30 million will be invested in the infrastructure required to charge an electric vehicle or fuel a hydrogen vehicle including: \$20 million to support new public fast-charging and hydrogen fueling stations, \$5 million to support home and workplace charging stations and \$5 million for charging stations at highway rest areas and BC Government buildings.

These key investments will help continue BC’s nation-leading adoption of clean energy vehicles in the next three years. The collective goal of the provincial government and our Association is the continued acceleration in adoption of clean energy vehicles. The partnership is one we value, one

that is working and one that we hope to continue and push EV adoption to new heights in the years ahead.

Budget season continued at the federal level with Ottawa announcing it is establishing an EV incentive program that will see consumers get a \$5,000 break when they buy a clean energy vehicle with a base price under \$45,000.

The news is welcome, as the ability to access both a provincial and federal incentive will make clean energy vehicles even more affordable and further EV adoption in this province.

Our hope is that Ottawa will expedite the process to create certainly for consumers, who may otherwise delay a potential purchase until they know the details associated with accessing the new incentive.

New Car Dealers are also hoping the incentive is based on the retail cost of the purchase price (versus added additional costs associated with operations and upgrades).

Having delivered the provincial incentive program for a number of years, our association has expressed interest in administering the new federal program, in part because our members have developed a level of expertise in doing so. We also know how important it is that the funds flow through in a timely way for the consumer and dealers versus that of a government bureaucracy which has the potential to be less efficient.

As this edition of SIGNALS went to press, we were awaiting details on when and how the federal program will roll out.



Unlock Your Auto Dealership's Full Potential

Today's auto dealers continue to face their share of challenges, from narrow margins and management struggles to dealing with manufacturers' expectations and a constantly shifting marketplace. As business advisors to more than 140 auto dealerships in B.C., MNP understands the specific demands and opportunities of the automotive industry — and is uniquely positioned to address the needs of dealer principals, whether you're a single-store operator or a multi-store dealer.

To learn how we can help you unlock your opportunities and drive more success, contact MNP today.

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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 Langley office!



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Vancouver International Auto Show



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The Vancouver International Auto Show (VIAS) is Western Canada'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. The Show has set a record of constantly more than 115,000 guests for the past three years and looks forward to celebrating 100 years of automotive in 2020. The 100th Annual VIAS returns March 24-29 at the Vancouver Convention Centre. Learn more here:
www.VancouverInternationalAutoShow.com



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, electric and hydrogen vehicles to BC residents. 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

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**On behalf of the New Car Dealers
Association of BC, congratulations to the
Dick Irwin Group on 50 years in business!**

Family-owned Dick Irwin Group Celebrates 50 Years!



The Dick Irwin Group, a North Vancouver institution since 1969, is celebrating a significant milestone this year – 50 years of sales and customer service.

The company started when Dick relocated to North Vancouver from Edmonton with his wife and four children and began the process of building what has become a fixture in the industry on the Lower Mainland and among the car-buying public.

The name Dick Irwin is also synonymous with television and radio jingles of a by-gone era that were cheesy entertaining - and certainly caught the attention of listeners.

Dick passed away in 2002 but the characteristics that contributed to much of his success - namely, hard work and a strong customer-focus, are embodied in his sons – Jack, who runs Pacific Honda and Rick who does likewise at North Shore Kia.

It also says something about the nature of the Dick Irwin Group that several employees have also been with the company for decades.

All of Dick's children have worked in the business in some capacity and three of Jack's nieces and two sons-in-law are also part of the Dick Irwin team, meaning this is a family affair that in all likelihood will continue for another 50 years.

Company	Contact Name	Email	Phone	Website
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911 Autoworks (1076973 BC Ltd)	Derek Gagne	dmgagne@gmail.com	(604) 802-8384	http://www.911autoworks.com
Accu-Trade - Innovative Dealer Tools	Lorgan Keirstead	logan@accu-trade.com	(888) 875-9910	http://www.accu-trade.com
ADESA Auctions Canada Corp	John Macdonald	john.macdonald@adesa.com	(604) 232-4403	http://www.adesa.com
Alloygator Canada	Scott Ashton	sashton@alloygatorna.com	(604) 880-4871	http://www.alloygator.ca
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BDO Canada	Kristen Mundy	kmundy@bdo.ca	(604) 688-5421	http://www.bdo.ca
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