



Buy & Sell 2019

Edmonton, Alberta
September 8-11, 2019

An ideal location for Buy & Sell 2019, Edmonton has plenty to rave about. It has one of the youngest populations in Canada; an International Fringe Festival that has grown into the second largest fringe theatre festival in the world after Edinburgh; over 160km of trails connecting 20 parks known as the River Valley, the largest continuous stretch of urban parkland in North America; and a city alight with restaurants, cocktail bars and coffee shops. Last year, the Royal Alberta Museum, which charts 13,000 years of Albertan history, reopened in state-of-the-art facilities. As well, the West Edmonton Mall is the biggest shopping centre in North America, and Edmonton's new ICE District is Canada's largest sports and entertainment district.

Participating shareholders and vendors will see Bestbuy's newly expanded Edmonton Distribution Centre during our welcome reception Sunday evening.

Airline booking codes with Air Canada and WestJet have been secured and forwarded. Accommodation and Event forms will be sent next, along with other meeting details.

Stay Tuned!



Grow Your Business in 2019



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

New details of the SunSplash 2020 trip to the exquisite Caribbean island of Antigua have been added to www.sunsplash.ca.



A beach a day: Antigua boasts a year's worth of sunny spots! The Royalton Antigua is perfectly located on one of the island's most spectacular beach fronts!

Register soon, as space is filling up fast.



DEADLINE TO APPLY FOR FALL SEMESTER IS JUNE 15!

NEW: We've broadened the categories of applicants to include close relations of the Bestbuy family.

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

Submit questions and applications to scholarships@bestbuydistributors.ca

Chairman's Commentary

Bestbuy is Changing for the Future



An unexpected start to 2019 presented us with some challenges. The first was the departure of our President, which resulted in a comprehensive four-month search process for a replacement. Closely after, was the loss of Dale Devlin, a staunch and steadfast supporter of Bestbuy, whose passing had left a void on the Board, and our collective hearts. Despite these two setbacks, as an organization we have remained steady, resolute and carried on.

At Bestbuy, we have great admiration and respect in the relationships we have with our vendors and believe them to be fundamental components of our success. At our recent Annual General Meeting (AGM) we recognized four top vendors with Awards of Excellence; ProMax, Baldwin, Magnacharge and Vision-OE/Nugeon; in areas such as field support, fill rate, support of Bestbuy's programs, coverage, representation, ease of doing business and most importantly outstanding service to the Shareholders. Also, we awarded our sought-after Vendor of the Year Award with this year's recipient being Mevotech. It is strategic for Shareholders to be aware, and remember, that these are highly coveted awards, and are not always issued to the most popular vendors. These awards recognize the effort and commitment of vendors to our continued success.

At our AGM, we endeavoured to shift from a formal style of meeting to an open and interactive session. We introduced a new, live Audience Response System for a series of questions and each participant was given a hand-held device for answer selection. The results were immediately posted after each question for all to see. We have those results, and the Bestbuy Board of Directors, together with senior management, will review them as part of our upcoming strategic planning session in June.

We have a long history at Bestbuy, one of which we are truly

proud, but part of a long history is we may have been doing things the same way for too long. During the remainder of 2019, we will be reviewing all areas to ensure we are **current, relevant, and responsive** to the needs of Shareholders. The AGM touched on a significant underlying premise of Bestbuy, the need to continue to buy **TOGETHER** and **support** our DC's! Strength in numbers and unity in purchases provides more negotiating ability with our vendors. Additionally, we need to focus on more commonality in lines. When we duplicate, or triplicate lines in our DC's, we increase our holding costs while reducing our purchasing power with vendors. The topic of line consolidation was raised, and our Shareholder discussion focused on the need to unite and work towards consolidation. I ask you to keep an open mind and remain receptive to the need to make changes in how we operate in all areas, and not just regarding lines carried at Bestbuy.

The recent AGM had one of the highest attendance turnouts, and we are hoping for the same strong Shareholder support at Buy & Sell Edmonton in September 2019. During Buy & Sell, we will be showcasing our newly expanded and improved Edmonton DC, and will be continuing our discussion on line consolidation at a Special Meeting of Shareholders on Monday morning.

Bestbuy's Customer Development Program, SunSplash, is probably one of the most effective programs created for Shareholders. This program is a large incentive to tie your end users to your business. Bestbuy, through the support and participation of vendors, has developed a program that rewards customers that support your business. I encourage you to participate and experience the success this program can bring to your business.

The Bestbuy Scholarship deadline of June 15th is fast approaching. The Bestbuy scholarship is unique in the aftermarket as we have extended eligibility beyond Bestbuy Shareholders to our installer customers and vendor community. Each of these segments are essential parts of successful aftermarket, and by supporting them, we ultimately help grow and develop our industry. I would ask that you communicate this important Bestbuy initiative and June 15th deadline to your sales team and spread the word in your communities.

A positive development is the recent announcement of Bestbuy's new President. In a release issued on May 8th, we announced Bill Hay as our new President. Bill has a long history and connection with Bestbuy and its Shareholders, and we warmly welcome Bill and his wife Jane to the Bestbuy Family.

In closing, I believe that Bestbuy is the best-kept secret in the Canadian aftermarket, and definitely **where YOU want to be!**



ANTIGUA GROUP DINNER EVENT

Splash Into Blue

The soft cerulean sky, the vibrant aqua and turquoise of the Caribbean sea, and the deep sapphire of a tropical midnight are inspirations for our blue-infused dinner party.

Select your favourite blue and wear it on
Tuesday, January 21st, 2020.

President's Message

Bestbuy Needs to Grow



As I write this message, I have only been President for a little over a week, having joined the company on May 15th. Although I'm very new to Bestbuy as President, my history with the organization dates back to the early '80s. During my junior days in the Aftermarket, it was a Bestbuy shareholder that provided a wonderful reference which was instrumental in helping me join a leading supplier, Dayco Canada, where I was most fortunate to have a rewarding and successful 35-year career. At the end of that tenure, I was so very honoured to be presented with the prestigious William Elton Award from Bestbuy which stated:

"In recognition of your dedicated support, loyalty, contribution, and most importantly your friendship".

These words will serve me well, as I am now so proudly part of the Bestbuy family!

The Bestbuy organization has a rich history of tremendous success dating back to 1953, when the company began and grew from a small two person endeavour, to a national entity that continues to grow and flourish. Without question, we are well positioned for the future! The experienced and insightful senior management team, the strong leadership of your elected Board of Directors, and the important voice of our shareholders, are exactly what is needed to continue our success. From a program perspective, what Bestbuy has to offer to potential new shareholders is a very well-kept secret! The time has never been better to share that secret, and take Bestbuy to the next level. As we move through 2019, it's imperative that we as a company fine tune our Strategic Plan for the future. We want to grow, and more importantly, **we need to grow**, and a clear and definitive Strategic Plan will be our road map for continued success and longevity in the Canadian Aftermarket.

In early June, participants will partake in the biennial Sharehold-

er-Vendor Development Program "The Club". This year's program takes our group to Europe, cruising down the iconic Danube River aboard the luxurious MS Amadeus Queen, beginning in Germany with stops in Austria, Slovakia and finishing in beautiful Budapest. Without question, the opportunity for our shareholders and vendors to connect and strengthen their partnerships is very important, and will help our mutual continued success into the future!

In early fall 2019, the Buy & Sell Shareholder-Vendor meetings move to the western region of Canada, specifically Edmonton from September 8-11. The meetings are a valuable opportunity to review our progress to date with our key vendors. As a special bonus this year, we will be able to showcase our recent Edmonton DC expansion. Buy & Sell is a productive and worthwhile meeting event, and I look forward to being a part of it!

I want to acknowledge our Chairman, Douglas Squires for taking on the job as Acting President since January. For the countless hours he has dedicated stepping into the temporary role, we sincerely thank him.

As I settle into my new position with Bestbuy, I very much look forward to visiting shareholders and reacquainting myself with each of you and your businesses.

Should you have any questions or concerns that you wish to discuss, regarding any matters pertaining to Bestbuy, please do not hesitate to approach me as I am here for you.

The future is ours and it's bright. Together we will succeed!

Sincerely,

Bill Hay



Bill accepting the William Elton award in 2016. (L to R: Douglas Squires, Jane Hay, Stephen Squires, Bill Hay)

Four Corners of Bestbuy



2019 started with another successful SunSplash program in beautiful Costa Rica. Close to 450 strong had a great time, and our 2019/2020 SunSplash program is well underway. Antigua registrations are filling up quickly, do not be disappointed, and register your trips soon!

Our recent AGM had record attendance as well as record SALES performance. Our open discussion format was a big hit, as well as the new Audio Response system of questions. Discussion results will be reviewed at the upcoming Strategic Planning session in June, and again at the Buy & Sell in Edmonton. We also welcomed our two newest shareholders - 77 AUTO PARTS in Concord, Ontario, and MES PIECES AUTO PARTS in Gatineau, Quebec. Stay tuned for further additions to the Bestbuy family.

Spring seems to have finally shown up in most of Canada. The improved weather is welcomed and has everyone anxious to get outside. Shareholder sales for both DCs have been off to a good start. We anticipate the upward sales momentum will continue for the remainder of 2019.

Thanks to all shareholders for your continued support of Bestbuy.



The operations team has had a successful start to 2019 in support of you our shareholders. Thank you to all those who took the time to attend the AGM. I hope that you enjoyed it and liked the new look of your Bestbuy

head office. Your Bestbuy staff has welcomed their new working environment and simply put, it is a breath of fresh air.

Our Mississauga DC continues to execute on the shelving initiative to properly warehouse product in support of you. Furthermore, we continue to work on the day-to-day operation since a positive transition to RF scanning April 15th. Out West our Edmonton DC has been busy moving product into our 12,000 sq. ft. of expanded space, as the new racking installation was completed by April. The next project will be to get Edmonton on RF scanning before the end of 2019. Both warehouses have been busy making room in support of the purchasing department who continue to launch new lines and product to assist you in driving your business.

2019 has no signs of letting up and we are very excited to continue moving the Bestbuy operations forward. Wishing you all the best in the coming summer months!

The Product and Purchasing department has been focused on 3 main projects this year.

1. Edmonton Expansion: we have worked diligently with Operations to add new product lines to our Western DC, as fast as the racking and expansion have been getting built. So far we have added 20+ lines to the Edmonton DC, giving our western shareholders access to new opportunities, and increasing our penetration throughout the western Canada markets. Thanks to Calvin and his team for all the support and hard work in ensuring our product plans and deadlines are met.

2. New Categories: we have added a record number of new categories to our growing portfolio. Developing our "import nameplate" program, expanding our Industrial lines, introducing new Medium Duty/Heavy Duty programs, and identifying opportunities in the PBE sector, have kept everyone very occupied and focused on your growth.

3. Service Levels: we have focused on increasing our service levels and ensuring that our fill rates support the growth and vehicle mix that you service. Our "Drive to 95" initiative is a cross functional collaboration amongst all departments, dedicated to ensuring we have the right part, in the right place, at the right time!

The momentum is building, stay tuned for MORE!



Over the past few months the Finance Department has continued to review and improve processes with the ultimate goal of gaining efficiencies, as well as improving the timeliness and accuracy of financial information for all of our stakeholders.



Some of the improvements are somewhat invisible as they are foundational in nature and therefore without obvious end results. They are however building the infrastructure and control environment to free up resources to be more responsive to shareholder needs, as well as improve reporting. This has been accomplished along with a successful year end audit preparation, which resulted in less time spent by our external auditors and accordingly a significantly reduced fee.

We have also reviewed with our Banking partners our existing loan agreements and made changes that should result in less pressure on our limited financial resources during our weaker months.

At this point, some recent turnover in our department has afforded us the opportunity to really improve on some processes that required a "fresh set of eyes" to affect positive change. This will continue to be our focus over the summer months and we know we will have more to report on improvements in the next newsletter.

65th Annual General Meeting Recap

Bestbuy, It's Where You Belong

Bestbuy held our Annual General Meeting in Toronto on April 26, 2019. The two-day event brought together Bestbuy shareholders from across Canada and vendors from across North America to meet and network.

A highlight of the meeting was the annual gala dinner and entertainment. An award-winning mentalist duo The Evasons captivated the audience with their truly unique and interactive show.

Chairman Douglas Squires had the honour of announcing and presenting several vendor Awards of Excellence during the gala evening. Squires stated "These awards are designed to officially celebrate the vendor community who are instrumental in Bestbuy's success and growth."

Mevotech was the recipient of the prestigious Horace J. Pratt 2018 Vendor of the Year in recognition of their excellence in service, sales performance and support. Ezer Mevorach and Todd Hack of Mevotech accepted the award.



Howard J. Pratt 2018 Vendor of the Year: Mevotech



Ezer Mevorach

Other paramount vendor award categories announced: The Marketing Partner Award was presented to Baldwin Filters, the Rising Star Award was received by Magnacharge, the Bestbuy Partner Award recipient was Vision-OE/NuGeon and the Cornerstone Award went to ProMax.



The Marketing Partner Award was presented to Baldwin Filters



Magnacharge received the Rising Star Award



Vision-OE/NuGeon received the Bestbuy Partner Award



Promax received the Cornerstone Award

The vendor presentations concluded with the distinguished William Elton Outstanding Support Award that was posthumously awarded to Dale Devlin for dedicated support, loyalty, contribution and friendship. Mary Devlin and her children graciously accepted the award to a standing ovation.



The family of Dale Devlin accepted the William Elton Outstanding Support Award in his honour. (L to R: Don Devlin, Anita Jensen, Mary Devlin, Lorna Sanderson, Ben Devlin)

The newly elected Board of Directors were introduced. Bestbuy's Chair Douglas Squires of COLONIAL AUTO PARTS and APM LIMITED; Vice Chair Gary Thibault, THE PARTSMAN; Secretary/Treasurer Scott Anderson, PETERBOROUGH AUTOMOTIVE; Brad Nahorney, SAPPHIRE AUTO (IDL); Rob Dow, JACK DOW AUTO SUPPLIES; Doug Wilson, FAT GUYS AUTO PARTS; Robert Therrien, TEMLAC LTEE.; and Andre Dimopoulos, DORVAL AUTO PARTS.

65th Annual General Meeting Recap (continued)

Bestbuy, It's Where You Belong

The Bestbuy Board of Directors presented its annual contribution in support of the SickKids Family Heart Centre which is among the top three paediatric heart centres in the world. Dr. Mike Seed was on-hand to accept the \$31,300 donation. Bestbuy has been supporting this worthy cause since 1986 and has contributed \$847,900.00 to-date.



In addition, we had the pleasure of presenting two 35th anniversary Recognition of Service awards to shareholders: MCNEIL AUTO SUPPLY and AUTO MAGIC. Two new members were also welcomed to Bestbuy: 77 AUTO PARTS of Concord, Ontario and MES PIÈCES AUTO PARTS in Gatineau, Quebec.



77 Auto Parts receives their Shareholder Code of Ethics plaque. (L to R: Arie Sitsman, Shawn Sitsman)



Eric Picard (left) of Mes Pièces Auto Parts receives their Shareholder Code of Ethics plaque from Douglas Squires.

The meetings and celebration concluded on Saturday with Bestbuy's annual trade event at our Mississauga distribution centre. It was a full house with 92 vendor companies' on-hand eager to discuss new business developments directly with Bestbuy shareholders. Our new head office makeover was proudly revealed to those in attendance.



Doug Squires presents anniversary plaque to Lisa Bailey (left) and Vanessa Thorne (right) of Auto Magic



Andy Murphy presents anniversary plaque to Al McNeil (left) and Bruce McNeil (right) of McNeil Auto Supply

(Photos of head office makeover on following page.)

BEST NEWS

Bestbuy Head Office Makeover



Bestbuy Mississauga based employees are enjoying the recent office refresh of new paint colours, carpet & tile, wall art and refurbished kitchenettes.



A more workable and welcoming environment for guests and employees.



New Bestbuy Employee

Laverne Yorke is a graduate of Seneca College for General Accounting. She looks after Accounts Payables for vendors, and Accounts Receivables for open warehouse accounts. Laverne is looking forward to celebrating her wedding in July. Congratulations!

Laverne can be reached at extension 271.

Email: L.Yorke@bestbuydistributors.ca



DID YOU KNOW?

New Product Lines (Since October 2018)

BEP	BE Pressure Washer & Power Equipment	Both DCs	KSE	K-Seal	Both DCs
CNI	Centric MD Brakes	Both DCs	LQM	Liqui Moly	Both DCs
CPK	Detour Head Light Restoration	Both DCs	NOR	Norton Abrasives	Edmonton DC
DUR	DuraFit	Both DCs	PAP	Papco handy paks	Edmonton DC
FRA	Ultra Synthetic Oil Filters	Edmonton DC	PLA	Addition of Dupli-Color/Krylon/VHT	Both DCs
GER	Gerson paint filters & tach clothes	Edmonton DC	PTO	Prestone Specialty AntiFreeze	Both DCs
GOR	Gorilla Glue	Both DCs	RAL	Ralston Garbage Bags	Both DCs
INA	INA	Edmonton DC	RUS	RustCheck	Edmonton DC
ITK	ITEKT Windshield Treatment	Both DCs	SIE	Addition of VDO Original Replacement parts	Both DCs
KNN	K&N Update & Introduce Professional Series	Mississauga DC	SPP	Spicer U Joints	Both DCs
			TIB	Timken AG, Farm, and HD Bearings & Seals	Both DCs
			TRI	Trico Wiper Blades 12 & 35 Series	Edmonton DC
			YEN	Winhere Ultra High Carbon Brake Rotors	Both DCs