

CONVENIENCE CONNECT

OCTOBER, 2012



OCSA challenges City of Toronto to reverse controversial plastic bag ban.

OCSA threatens legal action to against the ban set to take effect on January 1, 2013.

OCSA is stepping up to face the serious issue after in July 2012 Toronto City Council voted to eliminate all plastic bags given to customers in retail stores allowing them to distribute only paper bags.

Toronto Mayor Rob Ford himself was taken aback by the surprise vote ramrodded through Council which passed it 24-20. He called it "the dumbest thing counsel has ever done" noting the distinct possibility of the City being sued and facing additional costs.



OCSA was disappointed by the lack of response received from city councillors and is now considering legal action calling the decision "ill-informed" because of the severe consequences to small businesses.

On September 5, 2012 lawyers for the Association sent a demand letter to the city outlining its arguments against the plastic bag ban. In summary OCSA is stating that the ban falls outside the city's jurisdiction and was approved without consultation. The letter also states that the ban itself is vague and violates the Canadian Charter of Rights and Freedoms.

The letter urges Council to revoke the ban immediately and is requesting the opportunity to hold full discussions on how such a ban would affect small businesses. It particularly stresses that, should the Council fail to rescind the Resolution, OCSA will consider seeking a judicial declaration of the invalidity of the Resolution and pursue alternate remedies.

The letter has been delivered to all members of Council and it is hoped the matter will be given serious consideration.

The key point here is that C-store customers mostly make "high impulse" purchases and rarely come prepared with reusable bags. C-store retailers will suffer considerably if such a ban was implemented and undoubtedly many would be forced to close if customers had to change their buying habits for such items as pop and milk.

The loss of C-store sales would be considerable if this ban is not revoked!

On October 3, 2012 Toronto City Council voted NOT to reopen debate on this issue!

OCSA Members get out to discover local Beer Store infractions in Province-wide survey.

167 OCSA Members report numerous blatant infractions and ask Commission to take action

For some time OCSA Members have been very concerned that C-Store products are being sold in Beer Stores in direct contravention of Alcohol and Gaming Commission of Ontario regulations. Numerous request have been made to curtail these illegal activities but it seems to no avail.

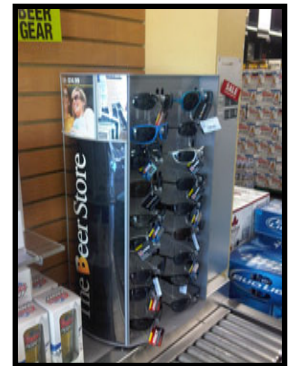
OCSA asked Members across the Province to help and gather facts in support of our case because the loss of direct sales caused is having considerable effect to OCSA Members.

We asked them to survey Beer outlets near to their business to discover if local Beer Stores were openly selling such things as: Branded "Beer Store" Lighters and Playing Cards, Peanuts, Sunglasses, Propane (Exchange A Tank), Flash Lights, In store coffee – Nestle Promotions and sundry items.

Beer retail stores are restricted to selling (other than Beer) such things as Beer glasses and steins, Beer-related accessories, e.g., bottle openers, stoppers, ice buckets, cooler cups. Gift bags, boxes and baskets. Carrier bags (recyclable/reusable) which may or may not display the manufacturer's corporate logo/name or product identity. Books on beer and beer-related recipe books. Clothing which displays the manufacturer's corporate logo/name or product identity such as baseball caps, hats, T-shirts, sweat tops and pants. Cooler bags, umbrellas and other items which display manufacturer's corporate logo/name or product identity. Gift Certificates.

Any other items must be approved in writing by the Registrar - but it appears nobody enforces this regulation!

OCSA is presenting the results of our surveys to the Alcohol and Gaming Commission to demand that they monitor and control this serious issue that has such an impact on our law abiding members.



OCSA Municipal Engagement program achieves great success



OCSA Retailer engagement has hit the contraband tobacco issue front and centre across Ontario.

Over the last few weeks OCSA and a considerable number of Members have diligently taken the important issue of contraband tobacco to a number of municipal councils across the province. Over 16 separate presentations have been made to municipal councils directly with ongoing engagement by a large number of OCSA members directly affected.

Each presentation has been outlining the impact that contraband tobacco has directly to small businesses but also to a growing number of young people. Contraband sellers do not do age-verification checks on minors. But this is only one of a number of serious consequences identified. The RCMP has now noted over 175 organized crime groups are involved in the contraband trade, for example.

At each presentation OCSA has asked municipal councilors to pass a resolution supporting the associations petition for stiffer penalties for those involved in the contraband trade and to give more power to the police to disrupt or curtail these illegal activities.

Contraband cigarettes are manufactured illegally and are not subject to government regulations regarding import, stamping and distribution and robs both the provincial and

federal governments of \$500 million in tax revenue each year; funds that could be better used towards healthcare, education and even infrastructure projects.

This issue is pervasive and OCSA is asking municipalities to join together in support of the provinces call for increased fines for anyone convicted of selling tobacco to minors and even stronger sanctions against retailers who ignore the law.

There will be certain changes to the Tobacco Tax Act starting this October regulating raw leaf tobacco. Growers, processors and dealers will now have to register and report to the Ministry of Finance so the government can track raw tobacco through the supply chain. In addition police will have more authority to impound vehicles and seize proceeds from illegal tobacco sales.

Judging from the response gained, all the councils that OCSA has presented to our sending notice of their resolutions to the government and supporting this initiative to control illegal contraband tobacco sales and operations.

It has been and continues to be a struggle to get our governments to seriously address this issue but the engagement program that OCSA developed has had great effect. We have members who have directly participated in their local communities to communicate with their municipal politicians to explain their situation and we thank everyone of them for all their efforts.

OCSA represents over 7,500 convenience stores including national chains and independents. The impact of contraband hurts local economies, employees and their families – particularly youth in these communities – and we are diligently working together to get this illegal issue raised and remedied.



ONTARIO MINISTRY of LABOUR: NEW MANDATORY WORKPLACE POSTER

Beginning October 1, 2012, employers must display a new workplace poster "Health & Safety at Work: Prevention Starts Here". It is available from the Ministry of Labour website in English, French and 15 other languages.

The Occupational Health and Safety Act (OHSA) requires employers to post in the workplace a copy of the act and any explanatory material — such as this poster — prepared by the Ministry outlining the rights, responsibilities and duties of workers.

The poster is available online in PDF format in 17 languages at www.publications.serviceontario.ca. Posters can be printed in black-and-white or in colour and must be displayed "letter" size (8.5 x 11 inches) or larger. Free printed copies (English and French only) are available from ServiceOntario Publications.

ROCK•PAPER•SCISSORS FINAL DRAW - OCT 24, 2012



OLG has announced that Rock•Paper•Scissors (R•P•S) ticket sales have been significantly slower than was expected and the game will end on Wednesday, October 24, 2012. They are continuing to develop and offer other new games such as MEGADICE LOTTO which launched October 2, 2012. R•P•S slips should be removed and recycled after the final draw.

DON'T MISS THE 2012 OCSA AGM & LUNCHEON, November 21, 2012.

Register today for the OCSA Annual General Meeting and Luncheon on Wednesday, November 21, 2012 with Guest Speaker at the Doubletree Hotel, 655 Dixon Road, Toronto. You can download the Registration Form on our website or contact Donna. Email: donnam@conveniencestores.ca Phone: (905) 845-9152 Fax: (905) 849-9947.

RED TAPE REDUCTION ACTION PLAN

We encourage all Members to read the Federal Government's Red Tape Reduction Action Plan that was recently released. You will see that adherence to the one-for-one rule features prominently.

Given the studies conducted in this year's State of the Industry report on the extent and burden of regulation on the industry, we shall be making great use of this in all future meetings with government.

Here is the Internet website link:

<http://tbs-sct.gc.ca/rtrap-rparfa/rtrap-rparfa-eng.asp#s31>



NEW \$20.00 BANK NOTE BEGINS CIRCULATION IN NOVEMBER



The new polymer \$20 bank note makes up half of all notes in circulation. It is important to familiarize employees to be wary of counterfeiters, more than ever!

There are over 10,000 C-stores in Ontario employing over 75,000 individuals. Every day 2.7 million customers visit a C-store in Ontario to spend their money!

The \$20, \$50 and \$100 polymer notes all have the same security features. Nevertheless, retailers are advised to continue to be vigilant because both paper and polymer notes will continue to circulate for many years. Historically, when a new note is issued, counterfeiters target the old one. The \$20 bank note is vulnerable as it is the most frequently used note and less closely scrutinized by staff. So you can never afford to let your guard down! The \$10 and \$5 notes will be in circulation by the end of 2013.

Free online training material and helpful information videos are available online at the Bank of Canada website.

<http://www.bankofcanada.ca/banknotes>

How to follow all the updates and news OCSA generates on the Internet.

"Convenience Connect" is widely distributed. It is also available online at our website: www.conveniencestores.ca



You will find our regular tweets at:
<http://twitter.com/OntarioCStores>.



The simplest way is to use www.Google.ca.
And specifically to use [Google News](#).

⚙ Use the button to personalize your news. Add any topic,

E.g. "Ontario Convenience Stores Association" and SAVE your choices. You can rearrange the order displayed to bring your hot topics to the top. Use quotation marks to group your choice.

You can add any topic you want; the more specific the better. Click on the '+' and then save. You can set your choice to display from 'Always' to 'Sometimes', 'Occasionally' and 'Rarely'. Then SAVE your choices and enjoy getting the latest published news on all your preferred topics. Be specific to get better results, E.g. "Newmarket, Ontario" will not give you results from "Newmarket, England"!

Google News pulls headlines from over 4,500 English news sources worldwide.

ONTARIO CONVENIENCE STORES URGE ONTARIO GOVERNMENT TO ADD RED STRIPE TO DRIVER'S LICENSES TO FLAG MINORS

The Ontario Convenience Stores Association (OCSA) is joining a growing coalition of groups that are calling on the Ontario Government to make a simple modification to driver's licenses in order to make identifying minors quick and easy for all retailers. All American states have the visual age indicator strips on their licenses, as does every Canadian province except for Ontario and Quebec.

"We're asking the Ontario Government to make a simple modification to the design of driver's licenses and add a visual indicator - a red stripe - signifying someone who is under 19 years of age," said Dave Bryans, CEO of the Ontario Convenience Stores Association. "OCSA member retailers are proud to have the best track record of preventing the sale of age restricted products to minors. But even one mistake is too many, so we're always looking for ways we can eliminate the unintentional sale of these products to minors."

Proposed by health officials and the 'Not To Kids' coalition, the proposal involves adding visual age indicator strips down the side of driver's licenses. The colour strips would appear beside the person's photo, clearly showing that the person is under 19 years of age. The modification would also add information listing the date when the licensee reaches the age of majority. In Ontario, no one may sell tobacco or alcohol products to anyone under 19 years of age.

"Each OCSA member takes their duty to act as a responsible community retailer very seriously. Our stores sell more age restricted products than any other retailer in this province, and collectively perform over 36 million ID checks of minors each year," added Bryans. "We strongly support this initiative."

Accessibility for Ontarians with Disabilities

The Integrated Accessibility Standards (IAS) under the authority of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) passed into law in June 2011.

OLG is obligated to ensure lottery retailers are aware of the AODA, its standards and the Ontario Human Rights Code, as it pertains to persons with disabilities.

What you Need to Know


The AODA is comprised of five (5) standards that establish accessibility guidelines for accessible customer service to persons with disabilities.

Currently, four of five standards have been enacted into law and lottery retailers, like all businesses, are required

to adhere to the law. The standards are; accessible customer service, information & communications, employment, and transportation.

In an effort to understand how the AODA and its standards affect your business, please familiarize yourself with this important law.

**To get information
and to familiarize yourself with the AODA and
the Ontario Human Rights Code.**

Go to  <http://www.mcsc.gov.on.ca/en/mcsc/programs/accessibility> and, www.ohrc.on.ca/en/issues/disability



On-line Second Chance Contest

Go to olgholiday.ca and check it out.

The SNOWFALL FRENZY INTERNET CONTEST allows consumers the chance to Win 1 of 40 cash prizes of \$1,000 when they purchase select holiday-themed INSTANT tickets. Eligible tickets include: * **\$1 HOLIDAY TRIPLER** * **\$2 SNOWGLOBE CASH** * **\$3 IT'S A WONDERFUL LIFE™** * **\$5 MERRY MONEY MULTIPLIER** * **\$10 INSTANT GIFT PACK**

Here's how the contest works:

Scratch the SNOWFALL FRENZY INTERNET CONTEST area located at the bottom of any eligible holiday-themed INSTANT ticket to reveal the unique Contest Code.

Go to olgholiday.ca to register and enter the unique 11 character Contest Code. Limit of fifty (50) entries per person per day.

Receive 1 entry for each unique Contest Code entered. Plus, a Bonus entry will be awarded for every \$5 in eligible holiday-themed INSTANT tickets entered!

A random draw will be conducted electronically at the end of the contest period. Limit of one (1) prize per entrant.

Talk up the Snowfall Frenzy Internet Contest with all your INSTANT Holiday ticket customers

Visit olgholiday.ca for complete contest rules and details.

Go to olgholiday.ca for a second chance to win
1 of 40 prizes of \$1,000.

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