

# Fact Sheet

## *Pull-A-Part Corporate Snapshot*

Pull-A-Part, with headquarters in Atlanta, Georgia, is an award-winning family business serving the do-it-yourself, used auto parts market. By developing a unique operating system based on customer service and environmental responsibility, Pull-A-Part has transformed what was once thought of as the junkyard into a sustainable recycling business. Founded in 1997, Pull-A-Part operates a network of 28 DIY used auto parts superstores in 12 states. The company has been acclaimed for outstanding corporate citizenship by federal, state and local organizations.

### *fast stats*

- Pull-A-Part has made an exceptional commitment to resource conservation, waste reduction and pollution prevention. Continual site performance evaluations focus strongly on the cleanliness and efficiency of Pull-A-Part retail locations. This orientation allows Pull-A-Part to provide affordable, used auto parts to do-it-yourself consumers, while providing high quality scrap metal, fluids and plastics for recycling. Recycling diverts these materials from the waste stream and helps protect the air, water and soil from pollution.
- Automobiles are the leading recycled product in the United States, with an estimated 13.5 million motor vehicles reaching the end of their useful life annually.
- Each vehicle recycled by Pull-A-Part saves approximately four tons of CO<sub>2</sub> (greenhouse gas) equivalent, according to the U.S. EPA.
- Each vehicle recycled by Pull-A-Part conserves nearly 11 million BTUs of energy – enough energy to light a 60-watt light bulb for nearly 6 years.
- Based on the company's average recycling of automobiles each month at its current locations, Pull-A-Part prevents 19.35 million pounds of waste from entering our nation's landfills every year. That is enough waste to fill a line of tractor-trailers more than 6.45 miles in length. Pull-A-Part achieves this through its unique de-pollution process, documented to reduce automobile shredder residue by 21 percent as compared to typical vehicle shredding practices.
- Every year, each Pull-A-Part location collects approximately 50,000 gallons of oil, gasoline, brake fluid, transmission fluid and antifreeze, as well as thousands of spent lead-acid batteries to be recycled.
- To date, Pull-A-Part has recovered 255,178 mercury switches out of end-of-life vehicles for proper recycling at all of its locations – preventing the mercury contamination of more than 33 billion gallons of water, or enough water to fill a 1,033-acre lake, 100-feet deep.

#### **More information is available at:**

[www.pullapart.com](http://www.pullapart.com) • [www.facebook.com/pullapartauto](https://www.facebook.com/pullapartauto) • [www.twitter.com/pullapartauto](https://www.twitter.com/pullapartauto)

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# Fact Sheet

*Pull-A-Part Corporate Snapshot, continued*

## **Company Headquarters**

4473 Tilly Mill Road  
Atlanta, Georgia 30360

## **Executive Leadership**

Today's executives include the fourth generation of family members whose first business was in the scrap metals industry.

Ross Kogon, President and Chief Executive Officer  
Mitch Ferrell, Chief Financial Officer  
Steve Levetan, Executive Vice President  
Gregg Cohen, Senior Vice President of Marketing

## **Number of employees**

More than 500

### **ALABAMA**

Birmingham  
Mobile  
Montgomery

### **ARIZONA**

Tucson

### **GEORGIA**

Atlanta East  
Atlanta North  
Atlanta South  
Augusta

### **INDIANA**

Indianapolis

### **KENTUCKY**

Louisville

### **LOUISIANA**

Baton Rouge  
Lafayette  
New Orleans West

### **MISSISSIPPI**

Jackson

### **NORTH CAROLINA**

Charlotte  
Winston-Salem

### **OHIO**

Akron  
Canton  
Cleveland - Kirby Ave.  
Cleveland West

### **SOUTH CAROLINA**

Columbia

### **TENNESSEE**

Knoxville  
Memphis  
Nashville

### **TEXAS**

Brownsville  
El Paso  
Corpus Christi  
McAllen



# Awards

## *Pull-A-Part Accolades*

### 2014

**Tennessee Chamber of Commerce & Industry** – recognizes Pull-A-Part with Award for Water Quality and Award for Air Quality along with a Certificate of Recognition for Solid and Hazardous Waste Management and a Certificate of Recognition for Environmental Excellence. These accolades showcase the company's achievements in environmental protection and enhancement and for innovation in energy conservation.

### 2013

**Ohio EPA Encouraging Environmental Excellence (E3) Program** – recognizes Pull-A-Part for its efforts in enhancing Ohio's environment with a Bronze Level Certification.

**Keep Georgia Beautiful Foundation** – honors Pull-A-Part for its ongoing efforts in waste reduction that exemplify leadership in protecting Georgia's environment; organization recognizes Pull-A-Part with a Second Place Award in the Waste Reduction category.

**The Kentucky Department for Environmental Protection (DEP)** – chooses Pull-A-Part as one of six recipients of the state's 2013 Environmental Excellence Awards. Pull-A-Part received the Small Business Environmental Pacesetter Award for its Louisville operation.

**The Automotive Recyclers Association** – recognizes Pull-A-Part executive Steve Levetan with the ARA President's Award for 2013, an honor bestowed by the Association's President to an individual who has shown exemplary dedication to the industry through their service and work on behalf of the Association.

**Indiana Department of Environmental Management Clean Yard Program, Gold Level** – the highest level of this achievement signifies that the Pull-A-Part Indianapolis facility has gone beyond environmental regulations to show that its employees care about the community and the company is committed to protecting the environment. Pull-A-Part earned the first-ever Indiana Clean Yard-Gold Level award from IDEM in 2009. The 2013 award is the consecutive third Gold Level award earned by the Pull-A-Part Indianapolis location.

### 2010

**UPFRONT/Locator Magazine Top 25 Businesses** – leading industry publication recognizes Pull-A-Part for its business model and environmentally-sensitive land use.

### 2009

**Conserve Georgia Recycling Award** – recognizes Pull-A-Part for outstanding achievements to minimize the impact of waste and promote recycling. Pull-A-Part was the first company ever to be recognized by the state of Georgia for this accomplishment.

**Partnership for Sustainable Georgia Sustainability Award** – acknowledges extraordinary achievements by Pull-A-Part to reduce its environmental footprint and create a model of sustainable practices.

**Indiana Department of Environmental Management Clean Yard Program, Gold Level** – the highest level of this achievement signifies that the Pull-A-Part Indianapolis facility has gone beyond environmental regulations to show that its employees care about the community and the company is committed to protecting the environment.

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## 2008

**U.S. Environmental Protection Agency National Partnership for Environmental Priorities (NPEP) Achievement Award for Recycling Mercury Switches** – acknowledges Pull-A-Part for exceeding its goals for mercury reduction – the only company in the country to have won this award. Pull-A-Part serves as a member of the Steering Committee of the **National Vehicle Mercury Switch Recovery Program**, making the company an industry leader in the removal of potentially harmful mercury switches in end-of-life automobiles.

**The U.S. Environmental Protection Agency National Environmental Performance Track Program** – Pull-A-Part is the only member of the recycling industry to be accepted into the prestigious program. Only 540 sites in the country are accepted into the program; Pull-A-Part has two of those sites (Conley, Georgia and Norcross, Georgia).

**Tennessee Chamber of Commerce & Industry Award for Solid Waste Management** – recognizes outstanding environmental accomplishments at the Pull-A-Part Knoxville, Memphis and Nashville locations.

**Tennessee Chamber of Commerce & Industry Achievement Certificates** (a total of five certificates, one for significant contributions in each of the following categories: air quality, water quality, hazardous waste management and environmental excellence. The winners were selected by a committee consisting of members of the Tennessee Department of Environment and Conservation. *[third time awarded]*)

**Kentucky Environmental and Public Protection Cabinet (EPPC) Leadership Award** – acknowledges the Louisville location for striving to balance the demands of promoting economic growth, fostering environmental protection, and enhancing Kentucky's abundant natural resources.

**Indianapolis Monthly Best Car Parts Retailer in Indianapolis** – acknowledges the Pull-A-Part Indianapolis location as the best retailer of used auto parts in the metro area.

**Kennesaw State University Georgia Family Business of the Year, Small Business Category** – recognizes family owned businesses that have withstood the test of time, flourished because of strong values and savvy business sense and made an impact as community leaders and innovators.

**Anti-Defamation League Abe Goldstein Human Relations Award** – honors Pull-A-Part founding partner Marty Kogon for his community involvement and respect for the entire community.

**Keep Georgia Beautiful Man of the Year** – acknowledges Pull-A-Part Executive Vice President Steve Levetan for his leadership and contributions to this statewide environmental organization.

**Automotive Recyclers Association Member of the Year** – recognizes Pull-A-Part and Executive Vice President Steve Levetan for outstanding contributions to the automotive recycling industry.

# Awards

*Pull-A-Part Accolades, continued*

## 2007

**Tennessee Chamber of Commerce and Industry Achievement Certificates** (a total of five certificates, one for significant contributions in each of the following categories: air quality, water quality, hazardous waste management and environmental excellence). The winners were selected by a committee consisting of members of the Tennessee Department of Environment and Conservation. *[second time awarded]*

**Tennessee Department of Environment and Conservation Governor's Award for Excellence in Hazardous Waste Management** – acknowledges the Pull-A-Part Nashville location for its leadership in protecting human health and improving the quality of the environment in Tennessee.

**Georgia Department of Community Affairs Keep Georgia Beautiful First Place Award in Waste Reduction** – recognizes Pull-A-Part for its exemplary efforts in waste reduction and service to the community. *[second time awarded]*

**The Georgia Trend 40 Under 40** – recognizes Pull-A-Part co-owner Ross Kogon as a young business leader in the state of Georgia.

**Turknett Leadership Character Award, Small Business Category** – recognizes Pull-A-Part for having unquestioned integrity, for treating its customers, suppliers and each other with respect, and for maintaining a culture in which everyone takes responsibility for achieving results and upholding their core values.

**Keep Birmingham Beautiful Commission** – recognizes Pull-A-Part as a First Place Winner, Restoration Awards Category, for the Birmingham area. The Commission serves the citizens of Birmingham by developing and implementing effective public education and community involvement programs which enhance the quality of life in beautification and environmental concerns.

**WSB-TV, Atlanta** – selects Steve Levetan, Executive Vice President of Pull-A-Part, as its *Going Green Champion of the Week* (November 20).

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# Awards

*Pull-A-Part Accolades*

## 2006

**Tennessee Chamber of Commerce and Industry Achievement Certificates** (a total of five certificates, one for significant contributions in each of the following categories: air quality, water quality, hazardous waste management and environmental excellence. The winners were selected by a committee consisting of members of the Tennessee Department of Environment and Conservation.

**Atlanta Business Chronicle Top 40 under 40** – recognizes Pull-A-Part co-owner Ross Kogon as one of the city’s up-and-comers under the age of 40.

**Georgia Department of Community Affairs Keep Georgia Beautiful First Place Award in Waste Reduction** – recognizes Pull-A-Part for its exemplary efforts in waste reduction and service to the community.

**Keep Tennessee Beautiful Award of Excellence** – recognizes Pull-A-Part for its role in community improvement by working with the Tennessee Department of Transportation and keeping Tennessee beautiful.

## 2004

**Air & Waste Management Association Georgia Chapter Environmental Award** (Solid Waste Management category) – acknowledges Pull-A-Part for successfully going beyond regulatory compliance to achieve demonstrable environmental improvements.

# Recognition

*How has Pull-A-Part been recognized?, continued*

## 2009

**Fire Services Division, Memphis, Tennessee** – thanks Pull-A-Part for providing its Memphis location for first responder training on Jaws of Life equipment and other critical rescue techniques.

**Indiana Department of Environmental Management** – thanks Pull-A-Part for its leadership role in the Indiana Auto Salvage Recyclers environmental self-audit workbook, checklist and DVD for the auto recyclers certification program. Pull-A-Part helped develop meaningful compliance assistance materials for auto salvage recyclers that will help them ensure environmental protection in Indiana.

**Tennessee Department of Transportation Governor’s Highway Safety Office** – thanks Pull-A-Part for its sponsorship role in the guerilla marketing *Drive Drunk-Get Nailed* program, aimed at men between the ages of 18 and 34, who are at the highest risk for driving under the influence.

**Georgia Department of Natural Resources: Partnership for a Sustainable Georgia, Gold Level Partner** – acknowledges that Pull-A-Part has reached the highest achievement level and is a model environmental leader. Environmental programs for Gold Partners are recognized for robust pollution prevention efforts and community outreach.

## 2008

**The U.S. Environmental Protection Agency selects a Pull-A-Part location in Atlanta to commemorate the removal of the one millionth mercury automotive switch**—honors Pull-A-Part as a national environmental leader and for exceeding its goals for mercury reduction. Region 4 U.S. Environmental Protection Agency Deputy Administrator Russ Wright commends Pull-A-Part for its leadership role in this initiative.

**Georgia State House Committee on Environment and Natural Resources member comment**—Representative Lynn Smith recognizes Pull-A-Part for its sustainable practices and business model that support the environment.

**State of Georgia Lieutenant Governor Casey Cagle**—cites Pull-A-Part as a participant in the 2008 Sustainable Business Day at the Georgia capitol, noting the company’s leadership role in sustainability.

**Mecklenburg County (Charlotte, North Carolina) Business Recycling Program, Wipe Out Waste Awards**, recognizes Pull-A-Part for creating a successful recycling and waste reduction program. Pull-A-Part also is a member of the **Mecklenburg County Solid Waste and Recycling Business Recognition Program**.

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# Recognition

*How has Pull-A-Part been recognized?, continued*

## 2007

**Georgia State House of Representatives Commendation** – acknowledges Pull-A-Part as a sustainable business demonstrating outstanding citizenship and creating innovative solutions and business models that convert waste into valuable resources while improving air and water quality and restoring the environment for Georgians.

**Keep Roswell, Georgia Beautiful Commendation** – recognizes Pull-A-Part for its role in the beautification, conservation and preservation of the environment.

**Georgia Secretary of State Commendation** – commends Pull-A-Part as a finalist (and ultimate winner) in the Kennesaw State University Family Business of the Year awards and for being an outstanding family business that makes substantial economic contributions to the state of Georgia.

**Augusta, Georgia commendation for supporting the Augusta Fire Department** – commends Pull-A-Part for providing extrication training day at the Augusta Pull-A-Part location. The training provides firefighters with hands-on experience in using the Jaws of Life extrication equipment.

**Louisville, Kentucky commendation for supporting the Louisville Fire Department** – commends Pull-A-Part for providing extrication training day at the Louisville Pull-A-Part location. The training provides firefighters with hands-on experience in using the Jaws of Life extrication equipment.

## 2006

**Norcross, Georgia Mayor Lillian Webb Proclamation** – honors Pull-A-Part for its community work and contributions.

## 2005

**Charlotte, North Carolina acknowledgment for supporting the Charlotte Fire Department** – thanks Pull-A-Part for providing extrication training at the Charlotte Pull-A-Part location. The training provides firefighters with hands-on experience in using the Jaws of Life extrication equipment and other lifesaving techniques.



# Pull-A-Part: *The Roots of Recycling*

Three defining characteristics separate Pull-A-Part from other national businesses in the do-it-yourself used auto parts industry.

- Pull-A-Part is a family business.
- The company founders made a decisive effort to set the standard of excellence in the industry when the company was established, and they never have wavered from that effort.
- The Pull-A-Part family has been dedicated to recycling since before the concept of recycling existed.

The dedication began with Morris Cohen, the family member whose business, begun 106 years ago, led to Pull-A-Part. In **1908**, as the Model-T began rolling off production lines, Morris Cohen entered the scrap metal trade in Atlanta, buying used appliances and scrap, cleaning them up and selling them – or their components – for a modest profit. Even then, Morris Cohen understood the value of reclamation and recycling.

By **1917**, residents of San Francisco would enjoy the rapid transit provided by the first municipal streetcars, and Morris started the company that would become Central Metals Recycling, a metals recycling company based in Atlanta. Bernard and Gerald Cohen joined their father's business in the late **1940s**. As automaker Enzo Ferrari was releasing his first road car, the 125 Sport, the Cohen brothers were riding the post-war boom of energy and innovation, adding capacity, new processes and volume to Central Metals.

From the beginning, strong family values drove every aspect of how the enterprise functioned operational and interpersonally. Father and sons articulated a set of guiding principles that established a strong foundation for the company:

- Operating the business with integrity in an atmosphere mutual respect for one another
- Concern for the well-being and development of every member of the organization
- A commitment to providing customers with the best value

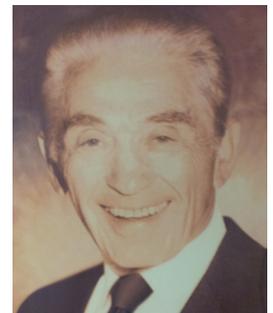
In **1957**, the streetcars in New York made their final run, and Bernard and Gerald Cohen started Dispos-O-Waste, a waste management business, operating it in tandem with Central Metals Recycling. They operated and built that company for 15 years, selling it in 1972.

When Bernard Cohen retired in 1998, and Gerald Cohen retired in 2008, the brothers turned over Central Metals to their sons, Mark, and Alan Cohen, and their sons' cousin, Marty Kogon. This third generation of the family business dramatically accelerated their family's legacy in the metals recycling industry. Not only did they grow up learning the family business, they enjoyed advanced educational degrees. The family members put all of their resources to work, building Central Metals, a company that shredded automobiles and bought and sold metals, into one of the most successful scrap recycling businesses in metro Atlanta. And they kept their eyes open for opportunities that would enhance the business. For example, they bought an auto salvage and dismantling operation as a way to supplement the feed stock for the metals recycling business. In 1998, the trio seized the opportunity to sell Central Metals to Recycling Industries Inc., while keeping the auto salvage business. The salvage business was the genesis of Pull-A-Part, another evolution in the family recycling and reclamation business.

Pull-A-Part was founded in **1997**, as British Royal Air Force pilot Andy Green drove a jet powered car that broke the sound barrier and Honda was rolling out its electric EV Plus.



*Morris Cohen*



*Bernard Cohen*



*Gerald Cohen*

*continued*

For its first year, Pull-A-Part sold used car parts and sent the remaining parts to Central Metals for recycling. The family's involvement on both ends of the recycling process (a company that processes the vehicles and a company that receives the cars) gave the owners insight and incentive to ensure the recycling process was clean from beginning to end. This means that all fluids were removed before the cars were shredded.

Pull-A-Part opened its first retail store in 1998. By the time the company opened its third location, in Birmingham, Alabama, Ross Kogon became the first member of the fourth generation to join the business. His cousin, Gregg Cohen, became the next member of the fourth generation to join Pull-A-Part.

In **2007**, DaimlerChrysler introduced the W204, a new generation of the Mercedes-Benz C-Class. Meanwhile, Pull-A-Part, spurred by growth and the contributions of the fourth generation, completed a process of re-formalizing the family business system, including policies and procedures, family business structure and Pull-A-Part organizational structure and philosophy.

Since then, the company has gone on to establish innovative best practices, such as an environmental management system that includes a culture of continuous improvement. All of this allows Pull-A-Part to fulfill its commitment to maintaining its standards of excellence in operating a profitable recycling and reclamation business while protecting the environment. Following are a few examples.

- Pull-A-Part minimizes solid waste by removing and recycling all fluids and other potential contaminants from end-of-life vehicles.
- Pull-A-Part maximizes the reuse of all possible parts and materials from end-of-life vehicles.
- Pull-A-Part maximizes the recycling of all that is left of the vehicle.

As a result, Pull-A-Part vehicles send 21 percent less non-recyclable residue to landfills when compared to typical vehicles delivered to a shredder.

The company serves as a member of the Steering Committee of the National Vehicle Mercury Switch Recovery Program, making it an industry leader in the removal of potentially harmful mercury switches in end-of-life automobiles. Pull-A-Part earned the U.S. Environmental Protection Agency National Partnership for Environmental Priorities (NPEP) Achievement Award for Recycling Mercury Switches – the only company in the country to have won this award – acknowledging Pull-A-Part for exceeding its goals for mercury reduction. But company leaders were not satisfied with the status quo, continuing to look for new opportunities.

Pull-A-Part determined that each vehicle contained several pounds of insulated copper wiring harnesses that typically had been left in the cars when they were shredded. After extensive research and experimentation, Pull-A-Part developed a process to remove this wire prior to crushing the vehicle. To control the full process and maximize the recovery of this wire, the company opened a new, multi-million dollar wire chopping facility in 2012 where this harness mixture of copper, rubber, plastic, and iron is ground into small particles and separated into a copper product that is more than 99.7 percent pure.

Finally, to make it easy for customers to locate their vehicles of choice, the Pull-A-Part Website ([www.pullapart.com](http://www.pullapart.com)) includes an innovative, proprietary car locator that contains the company's entire inventory of cars, by location, and the prices of all parts. The car locator makes it convenient for customers to locate car parts, and, equally important, is a tool in the Pull-A-Part waste reduction initiative. By identifying common parts shared by different cars, the software maximizes the potential for the reuse of as many car parts as possible. More car parts sold results in more reuse and less waste.

In **2014**, Pull-A-Part has 28 locations in 12 states, and is poised for rapid expansion. The electric vehicle is enjoying a rebirth. And EV parts, along with other types of vehicles, are still being recycled and reclaimed. Morris Cohen could not have had the ability to foresee the advanced, award-winning business that would evolve through 106 years of his family business. But he certainly would recognize how that company, Pull-A-Part, maximizes profits by maximizing the reuse and recycling of materials. His business model was the same in 1908. It just went by a different name.



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

# Company Fundamentals

*Pull-A-Part Vision*

*Pull-A-Part, a family-owned business, has made a concerted effort to set the industry standard of excellence in handling and recycling of end-of-life vehicles.*

Morris Cohen was the founder of the family business, begun 106 years ago, that led to Pull-A-Part. Today, Pull-A-Part is being operated by the Cohen and Kogon families. The link between the families and the family business began with the teachings and model established by Morris Cohen and the second generation. The teaching and model consist of the values of a family culture, conditioning and community. Pull-A-Part operates today with members of the third and fourth generation who are carrying out the vision of their founder and their entire family.

## **Culture**

The family firmly believes in operating a business in a friendly, supportive environment because its family operates in such an atmosphere. The Cohen and Kogon family has lived by what the family business founder, Morris Cohen, lived by in 1908. He said that his job was to push the rocks out of his employees' way, which family members interpret as allowing employees to take ownership of their jobs and responsibility for their decisions. This empowerment – not just in words, but in deeds – helps employees grow professionally and personally.

## **Conditioning**

Members of the Cohen-Kogon families experienced a learning culture at home. Grandparents, parents, uncles or siblings always provided an open and educational voice in the family to discuss and explain ideas with the next generations. The discussions weren't related only to the family business. A trip to a farm or a sewage plant taught children about how the country works; an open conversation about business challenges facing people in the family exposed the next generation to the basics of business and life in an engaging, interactive way. The result is that Pull-A-Part has adopted a rigorous learning culture, where feedback and questioning aren't just welcomed, but are a vital part of the company's improvement. Major decisions aren't relegated to the ivory tower, but are made using information and hands-on experience from all levels of the company. Regular, open company forums are one example of both sides teaching and learning from one another.

## **Community**

Giving time and resources to the community is bedrock for the family business. Morris Cohen, the family business founder, recognized that that his business must support his community and his employees' communities. "One of our family missions is to try to build a successful business and make a lot of money so we can give it away to try to make our world and community a better place," he said. His words remain part of the vision at Pull-A-Part every day.

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# Company Fundamentals

## *Pull-A-Part Guiding Principles*

*From the beginning, the family's strong values affected every aspect of how the businesses functioned operationally and interpersonally. The Pull-A-Part guiding principles are:*

- operating the business with integrity,
- in an atmosphere of mutual respect, concern for the well-being and development of every member of the organization,
- and a commitment to providing customers with the best values.

What's important is that the company carries out these principles through actions, not meaningless slogans.

### **Respect**

Pull-A-Part fosters an environment of mutual respect among the managers, the family and the staff members. Each manager has the authority to make decisions that directly affect the bottom line of the business. And as an employee proves his or her dependability and sound judgment, he or she receives more responsibility. Pull-A-Part believes that entrusting employees with critical responsibilities builds strong leaders and demonstrates the company's investment in their career development.

### **Development and Growth**

Company executives understand that mutual trust cultivates a corps of people who eagerly take on leadership roles. The veterans who become trainers for the new hires at existing and new locations actually practice and transmit the company's values and culture to next generation of employees. With responsibility comes a heightened sense of ownership on the employee's part, with the added benefit of creating a spirited rivalry among locations as each site attempts to learn from the other and excel beyond their accomplishments.

### **Respect for the Pull-A-Part Employees**

Approximately 26 percent of Pull-A-Part employees have worked with the company for more than five years. This low employee turnover can be attributed to the company's respect for the needs and concerns of employees. Company leaders keep lines of communication throughout all levels of the organization, allowing everyone to voice issues and make recommendations. The executives know that some of the best ideas for business development and improvement come from employee innovation, especially when employees have the freedom and resources to put their ideas into motion. Via regular site visits and positive reinforcement, Pull-A-Part leaders continually create ways to boost employee morale and promote efficiency.

### **Taking Care of Employees**

Recognizing that employees are the heart and soul of the organization, Pull-A-Part demonstrates responsibility to its family of employees. The company provides training and other incentives to foster a positive work environment. It offers a matching 401(k) program and pays 100 percent of employees' health insurance. The company brings in experts to provide job training and programs to enhance employees' skills in various areas, including English classes. Employees who receive regular updates and information through quarterly manager meetings, are encouraged to participate in "feedback lunches" on the yard where their positive and negative comments and observations are exchanged and discussed. Finally, lunches for retail customers provide a forum to promote two-way communication and to provide continuous customer feedback.

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# Company Fundamentals

*Pull-A-Part Guiding Principles, continued*

## **Pull-A-Part as a Role Model**

Through honest business practices and commitment to protect the environment, Pull-A-Part demonstrates company responsibility. As just one example, the Georgia Pull-A-Part location has helped manage waste reduction through innovative recycling practices at the Norcross, Conley, and Augusta, Georgia facilities. The company's process, which protects land and water from chemical pollution, has been the family's practice since the first business opened in Atlanta in 1908. This was illustrated when company sold its previous location on Marietta Street in Atlanta without any remediation requirement because the land was so well taken care of. Today, an apartment complex is located on the former Pull-A-Part property.

## **Being Responsible and Innovative**

As fourth-generation automotive recyclers, the Pull-A-Part family leaders of today have been on both sides of the recycling industry (as the company processing the vehicles and as the company receiving the cars). Company executives understand the importance of shipping a clean product for recycling. What that means is that no one benefits from receiving scrapped cars that still have gasoline, oil and other fluids among the usable metal. Therefore, Pull-A-Part developed a comprehensive process to capture all of the recyclable and reclaimable materials from each vehicle it processes. It is a responsibility and civic duty that company owners take very seriously.

## **Doing Good by Doing Right**

Pull-A-Part has 28 locations in 12 states, and the company strongly believes in giving back in each community it serves. Pull-A-Part cultivates partnerships with local fire rescue departments to offer the facility and vehicles for jaws-of-life extrication practice, and with the local law enforcement K-9 units to provide vehicles for drug and bomb sniffing exercises. In many cities, the company supports nonprofit organizations through sports partnerships that allow employees and customers to experience the company's active commitments to its values. As an example, in Louisville, Kentucky, the company has planted more than 200 trees for community beautification; and in every city where Pull-A-Part has a facility, the company actively works to remove abandoned vehicles from the streets.

Most important, the employee management teams at each facility have the authority and responsibility to use funds on behalf of Pull-A-Part in the manner they deem appropriate for the communities they serve. This placing of authority in local hands demonstrates the company's respect for its employees to select suitable outreach activities in their communities. It also encourages employee ownership and esteem while building solid relationships with the community.

