

The Roadmap

VOLUME 1, ISSUE 3

SPECIAL POINTS OF INTERESTS:

- In our Florida locations, CARS initiated a Sale Day Marketing Blitz .
- WELCOME New Management team in Manheim Harrisonburg!

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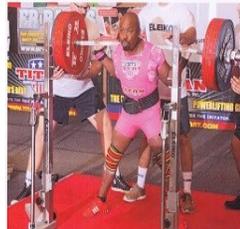
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Going For The Gold in Czech Republic

For the last 20 years, ADESA Cleveland Location Manager, Greg Page (51), has been competing as a Powerlifter. Greg is a Multi Time Open National Champion at 67.5kg/148lbs, Multi Time Master National Champion at 7474kgs/163lbs and a 4 Time Master World

Champion (for over 40). Best Lifts: Squats-617, Bench-405, Deadlift-630 for a Total of 1600lbs! Greg has been the Location Manager at ADESA Cleveland for 5 years. He is married to his best friend Pamela for almost 13 years, 2 children—daughter, Dominique 21, son, Aaron 27 and a grandson, Aaron Jr.2.



Greg is also a member of the Omega Force Strength Team ministry of men using their gifts of strength to spread the Gospel. “Competing and lifting is my safe haven. It de-stresses me”, says Page. Greg will be traveling to Pilsen, Czech Republic September 20-28, 2014 seeking his 5th World Title. The entire



CARS family would like to Congratulate Greg and wish he and his team well in the Czech Republic. What an amazing accomplishment and honor! We will email a link to all where you can watch Greg compete LIVE on September 26th at 3PM EST.

CARS Gains International Influence

Greetings and salutations from jolly ole' England! During the month of May, Kay Hudson, Jody Waits and Ron Hope journeyed across the sea to spend the week with the British vehicle processing centers. The trip started with a Chicago to London flight and then traveling on to the British Midlands and a visit to Paragon Automotive. This is a processing center located on a World War II airfield, just north of Bedford. The processing center is much like an Auction, however, vehicles are not sold there, they're only prepared for sale and



View from the bridge in London. UK Parliament (left) and Big Ben (right)

then transported to Auction or Dealerships. The CARS team visited Paragon locations in Bedford and Oxford, then continued on to attend a Manheim Auction located in Bruntingthorpe. The tour finally finished at British Car Auctions at Blackbushe, which is located just outside of London.

CARS Management maintains a strong relationship with our British allies as we strive to share best practices.



Regional Managers & CARS Home Team



Butler Employee of the Month—Mike Johnson. Mike has been with CARS for two months.



Ron Hope, Kay Hudson & Jody Waits in England.



ADESA PA Location Manager Keith Sherman & his step-son Kohen enjoying some fishing.

Gas Money

I want to take a moment to tell you about some of our recent and ongoing technology updates. We have switched our IT support to LBMC Technologies in order to provide a broader base of support. This will enable us to improve our IT infrastructure, which in turn will enable us to collect and process data from our field operations in a more timely and efficient manner. Part of this process involved also switching our email service provider to Microsoft Office 365.

Because Office 365 is powered by the cloud, you can get to your applications and files from virtually anywhere; PC, Mac, and tablets. We also get business-class email and shared calendars that you can get to from virtually anywhere, which means people stay in sync and on schedule. Office 365 also makes it easy to more securely share files with co-workers, customers, and partners. This way we can work together on documents that are always current and accessible from virtually anywhere.

We have also been rebuilding our website www.capautorecon.com. I encourage you to take a minute to check it out. You might learn something about our company that you didn't know! Coming in the near future will be an employee link from the website that will provide you with access to important information such as the employee handbook, HR forms, announcements and much more. For location managers and Regional Managers, there will be links to "Dashboards" that will provide you with timely information to help you better manage your locations.

Our goal through all of these changes is to help improve our customer and employee experience with CARS Recon, Inc. I welcome your feedback and thank each of you for your cooperation and patience during the changes.

-Jody Waits

Winners Circle

We would like to congratulate Lynsey Fitzpatrick on her recent promotion to Detail Shop Manager at ADESA Sarasota. Lynsey started with CARS in July of 2013 as Administration Support at ADESA Tampa. Lynsey was more than Administrative Support, she wasn't afraid to get down and dirty in the lanes with the crew and help out where needed. Lynsey has more than proven herself and her ability to manage a shop of her own.

"I am enjoying my shop and my employees. I know there is a lot of work to be done, but I am determined to make it a good running shop. With my experience and knowledge I gained from working in Tampa with Joe and the support from Ronnie and Eric, I am confident I will have this shop running smoothly." says Fitzpatrick.



ADESA Sarasota Detail Shop Manager—Lynsey Fitzpatrick

High Performance Corner

TOP 5

Detail Percentage

1. AJAX
2. Mid-South
3. DARL
4. BC-D
5. SOTA-D

TOP 5

Material Cost per Car

1. Mid-South
2. FRED
3. BC-D
4. ASTL
5. NASH

TOP 5

Most Improved Labor Percentage

1. SXFD
2. AJAX
3. SOTA-D
4. FRED
5. TULSA

Rear View Mirror

In the Rear View Mirror I see a summer that was exciting. Locations seeing increases in vehicle counts, continued recognition from Auction Management and equipment upgrades in the shops, as well as awareness on safety, health, and prevention.

In front of us the leaves will soon be changing, the mornings will have that brisk feel and pumpkins and corn stalks will decorate houses and yards getting ready for a colorful season and welcomed cooler weather.

To look in the Rear View Mirror is to make sure that we haven't left anything or anyone behind. In the Rear View Mirror, we can see the challenges and obstacles we have passed.

I am anxious in the next several months to continue that forward movement with safety, marketing, procedures, employee incentives, and training for our upcoming Managers. We want to be sure that everyone who joins CARS Recon Inc., in this truly exciting adventure, is educated on the map going forward and that everyone can find their place.

I encourage everyone to look at the direction that CARS Recon Inc. is moving in and get yourself a seat...be part of what I am sure is going to be a fantastic ride!

Don't forget to look backwards just to remind yourself where you came from, but the real adventure is out in front of you!

"If you don't go after what you want, you'll never have it. If you don't ask, the answer will always be no. If you don't step forward, you're always in the same place."

-Kay Hudson

Shop Spotlight

In August, Manheim Pittsburgh conducted their OSHA required Respiratory Protection Fit Testing Requirements. So what is a fit test? A "fit test" tests the seal between the respirator's facepiece and your face. It takes about fifteen to twenty minutes to complete and is performed annually. After passing a fit test with a respirator, you must use the exact same make, model, style and size respirator on the job.

Location Manager, Lisa Simon, has been with CARS for 5 years. Lisa started in September 2009 as an Administrative Assistant and in 2014, she was promoted to Location Manager. Lisa oversees both Detail (21 employees) and Body (7 employees). The Detail Shop runs on 3 lanes with a 4th lane for wash and vacs only. Brian Clark is the QC and Bob Lazaro is the Shop Manager. Ford and Chase are the main accounts with Sale Day on Wednesday and the Ford Factory Sale on Thursday. Chris Lazaro serves as the shop's admin. Gabe Szakelyhidi is the Detail/Body Shop Helper and Lane Leaders Pat Doran, Greg Galati and Mike Johnson. Overseeing the Body Shop is Jim Crawford.



**Top picture from L to R- Tom Szakelyhidi, Tim Clark, Andrew Austin, Mike Anzelone
Bottom picture-Location Manager Lisa Simon**

Janette's Tune Up

NEW WORKER'S COMPENSATION INCENTIVE PROGRAM JUST FOR EMPLOYEES!!!!

This year we have kicked off a new incentive program just for employees. CARS Recon, Inc. wants to acknowledge our employees and shops that have taken safety seriously!

I bet you all have noticed that your shop now has a "Number of Days Accident Free Poster", along with the "Safety Incentive Poster"?!?!?

This is how the incentive program will work:

3 months accident free- Water bottles for the entire shop

6 months accident free- Lunch for the shop on CARS

9 months accident free- Cinch Pack for the shop

1 year accident free- CARS Safety T-shirts

Majority of the shops have already made it to the 6 month mark and we are now in the process of review for the 9 month mark. We will run the incentive program in accordance to our Worker's Compensation policy, which runs October 1-September 30 of each year, so many of you will also be hitting the 1 year mark!

Just remember, please observe your surroundings! If you notice anything that could be a potential accident waiting to happen, please be sure to let your manager know **immediately** so that we can continue to have a no accident zone shop environment!

I would like commend all the shops that have no accidents thus far, for the year!



The Drivers Seat

Hello to the CARS family! It's hard to believe how quickly this year is passing us by. The summer has been better in terms of vehicle volumes than what we have previously experienced. This is due in part to more cars returning into our locations, but in large part those cars are returning to our locations because of the quality we provide to our customers. Each of you plays a large role in that overall picture. No matter what our individual assignments may be, collectively we bring success. With that said, as you know a few years ago we were forced to suspend 4th of July as a paid holiday. I am proud to announce that through everyone's diligence, in 2015, 4th of July will once again become a paid holiday for all CARS employees who qualify.

As you will notice, I started this message by saying "hello to all of the CARS family". I truly believe our company culture tries to make our assignments feel like we are working with family. Again, with that thought in mind, I am saddened to tell you that in August of this year, we lost two members of our CARS family. Fred Burgess had served well with the company for many years and had gone into retirement about 3 years ago. He will be missed greatly by the automotive community. I personally will miss him since I had the great pleasure of working with Fred since 1967, beginning at the Chrysler Prep Centers. We also lost another good friend and former employee, Bryce York. I have known Bryce, along with his father Jeff York, for many years going back to 1988. Like Fred, Bryce will be missed. My message is that through our involvement each day, we strike life-long friendships. I am proud to call each of you my friend and thank you for your dedication and service.

Sincerely,
Ron Hope
President/CEO



“In order to succeed, your desire for success should be greater than your fear of failure.” ~ Bill Cosby

A special Thank You to David Abrego, Gina Peters and Veronica Arteaga for translating our Spanish Edition of the Newsletter.

The Home Team

President/CEO- Ron Hope
Chief Operating Officer- Kay Hudson
SVP of Business Development - Brian Hope
SVP of Finance- Jody Waits
Accounting Manager- Philip Hill

Payroll- Janette Fletcher
Asset Manager- Leigh Anne Parker
Marketing Manager- Nikki Liebler
Accounts Payable/Payroll- Ashlie Holt
Accounts Receivable- Randi Carrigan