



# Missouri NEWS

## Auto & Truck Recyclers

Serving the Membership of the Missouri Auto & Truck Recycler Association

April/May 2013

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## OSHA Goes Global

*By Recycling Today Staff*

### OSHA Aligns with United Nations for Globally Harmonized System of Safety Data Sheets via Hazardous Communication Standard.

#### Monthly Safety Training

Safety and Pollution Prevention training have become an integral part of the automotive and collision repair industry. S/P2 ([www.SP2.org](http://www.SP2.org)), the "preferred" e-learning program developed by CCAR-GreenLink, addresses key safety and pollution prevention issues for automotive and collision repair professionals with many uses for keeping current with regulatory requirements including use as the MONTHLY safety training material.

Safety training should not have a beginning and an end, but represent an ongoing effort that continually promotes a safe working environment.

Monthly "Safety Meetings" including training topics are an important and required part of OSHA compliance. Providing training topic each month can be a challenge but should not be used as an excuse to become non-compliant.

Safety Supervisors are encouraged to present the material to employees at monthly safety meetings. Following the presentation of the training topic, have each employee sign the training log. A sample log can be downloaded at <http://www.ccar-greenlink.org/EmployeeSafetyTrainingLog.pdf>.

Keep the monthly Safety Training Record on file in the event of an OSHA inspection.

The U.S. OSHA has agreed to the United Nation's standard for Globally Harmonized System (GHS) of Classification and Labeling of Chemicals. This simply means that the material safety data sheet (MSDS) for chemicals will look the same in all nations across the globe. An existing rule called the Hazard Communication Standard was updated to accommodate the global standardization.

The Hazard Communication Standard has always been the rule that requires employers to provide training and chemical hazard information to their employees. The requirement of maintaining an inventory and the material safety data sheets (MSDS) for chemical found in the workplace is the most commonly know portion of the rule. Having a Safety

OSHA Goes Global on page 6



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### Missouri Auto & Truck Recyclers News

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## So, you bought a business....

By Eben Shantz

### It wasn't supposed to happen like this

Growing up in the family-run automobile recycling business it was encouraged that we, the younger generation, would work summers as general help around the yard until the time came for us to be whisked away by the world onto other ventures. And, indeed, all that did come to pass. But before you know it, fate would have its way with you, and one day you wake up to find yourself signing on that foreboding dotted line that represents your indentured servitude.

### So, you bought a business...what do you do now?

Lloyd and Carol (the previous owners) had run the business successfully and in very shrewd fashion for many years, but now they are gone, so you are the one now making the decisions. So where do you start? I find it's best to take measure of where you've been before you can figure out where you'd like to go.

It didn't take long for me to realize that running a business is a lot like keeping a plate on top of a long, pointed stick; you have to be constantly adjusting for everything to remain balanced.

Most of us have Inventory system that have a wealth of reporting capabilities in them.

**Are sales down? Check. Is purchasing down? Check. Is overhead going up? Check.**

It's laborious, but data mining and reporting is your friend when you need to find out what is happening.

It's important to recognize trends and determine what is causing them and, most importantly, what you can do to influence them. Unfortunately, I found myself mired down in the daily operations of the business and unable to make time to create a concise plan on how to turn some of our trend lines around. Everyone reading this knows how easy it is to get sucked into our routines. You simply have to make time, to make time. Make time for the

important stuff, for the big-picture, to make a plan and stick to it.

As silly as it sounds, let's define what a "plan" is. For our context, a plan is a series of actions (or inactions) that need to be taken for an expected outcome to occur. Additionally, a plan should have measurable points in time (milestones) which are observed to ensure that the goals desired continue to have the ability to be achieved. Historically, I made a "plan" and just expected something to happen without measuring anything. Typically (and impressively) that still had somewhat of a decent success rate, but I would never understand why sometimes they would sometimes fail. It never occurred to me that the very practice of measuring goal sets and anticipating outcomes would make the plans more successful simply from the fact that more attention was being paid to them.

Of course if I didn't make a plan I would always hit my goal, which is nothing, so nothing happened. However, I can tell you that in my brief travels in this industry I have come in contact with very few other owners who think their business is perfect and wouldn't wish to change anything.

I highly encourage everyone reading this article to take a couple minutes, undistracted, to think where their business is, what trends you are seeing in your data, where you would like to see it go, and then make a plan (with measurable goal sets) to correct anything that doesn't align with your direction.

On a final note about purchasing the business, one thing is for certain, I stand on the shoulders of giants. Being shown the ropes by Carol and Lloyd gave me invaluable insight and a serious push in the correct direction. I'm very grateful, and humbled, to continue this business into its 4th generation of family ownership.

## CCC and United Recyclers Group Sign Agreement

### Relationship Delivers Recycled Parts Inventory to CCC ONE™ Estimating Customers

Chicago, IL January 24, 2013 – CCC Information Services Inc. (CCC) and United Recyclers Group (URG) announced today they have implemented a parts listing service within CCC ONE™ Estimating, using parts data gathered by URG, which works with more than 400 auto recyclers. The new parts listing service provides CCC ONE Estimating customers with direct access to a comprehensive recycled parts inventory, and creates opportunities for any auto recycler to present its parts and pricing to CCC customers, who write 10 million repairable estimates each year.

“CCC is making significant investments in its alternative parts solutions to improve the coverage and availability of insurance-quality parts for our estimating users,” said Jim Dickens, senior vice president for CCC. “URG has created a dynamic organization and a quality parts listing service that is open to all recyclers looking to present their parts information to auto repair professionals. The parts listing service opens access to all recyclers to provide parts information to CCC customers and is a great complement to our existing network of national, local and independent recycled parts suppliers.”

URG’s technology provides inventory and pricing data to CCC ONE Estimating, giving users access to recycled parts inventory and information as estimates are being written. This direct access eliminates the need for phone calls and reduces parts backorders and delays which can slow cycle time. Auto recyclers do not need to be a member of URG to gain access to the new parts listing service.

“By entering into an agreement with CCC we’re providing auto recyclers access to CCC’s vast network of repairers and insurance claims adjusters, who look for quality parts all day, every day,” said Michelle Alexander, executive director, United Recyclers Group. “We are impressed by CCC’s leadership and reputation as a trusted provider of data

and technologies to the industry which will help recyclers become even more successful in presenting and selling their quality recycled parts.”

Added Greg Wilcox, owner, Midway Auto Parts: “The new parts listing service available within CCC ONE Estimating will provide us with a cost-effective way to present our parts inventory directly to a motivated audience of professional buyers. CCC has the largest network of repairers and insurance carrier customers so we’re very excited to be part of the program.”

Becoming a CCC recycled parts provider is free. To learn more about how to become a recycled parts provider, please visit [www.ccc-one.com/parts](http://www.ccc-one.com/parts).



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*OSHA Goes Global continued from cover*

Supervisor, MSDSs, monthly training and a written Hazard Communication Standard is the gist of the rule.

What is new is the format of the MSDS changing to the global standard and becoming known as **Safety Data Sheets or SDS** which look similar to MSDS and contain the same information but will uniformly convey that information in all languages augmented by the use of universally accepted hazard pictograms.

By December 2013, employers that have chemicals in the workplace must train employees on the updated Hazard Communication Standard.



*The Hazard Communication Standard (HCS) is based on a simple concept - that employees have both a need and a right to know the hazards and identities of the chemicals they are exposed to when working.*

Identify Responsible Staff by designating a Safety Supervisor. Hazard communication is an ongoing program in the facility. In order to have a successful

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program, it is necessary to assign responsibility for both the initial and ongoing activities that have to be undertaken to comply with the rule.

The Standard requires a list of hazardous chemicals in the workplace as part of the written hazard communication program. The list will serve as an inventory of everything for which a MSDS/SDS must be maintained. The best way to prepare a comprehensive list is to survey the workplace. Purchasing records may also help. Employers should establish purchasing procedures that result in MSDS/SDSs being received before a material is used in the workplace.

Check your files against the inventory of chemicals in the workplace to ensure that an MSDS/SDS exists for each potentially hazardous chemical. If any are missing, contact the supplier and request one. As chemical manufacturers convert their existing MSDSs to GHS SDS format, GHS labels will accompany these new SDSs.

Begin using the term HAZARD COMMUNICATION STANDARD along with the more familiar MSDS.

All workplaces where employees are exposed to hazardous chemicals must have a written plan which describes how the standard will be implemented in that facility. The plan does not have to be lengthy or complicated. It is intended to be a blueprint for implementation of your program—an assurance that all

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aspects of the requirements have been addressed. Keep a copy of this written plan in the MSDS binder or readily available in case of an OSHA inspection.

Present the Hazard Communication Standard to employees as this month's Safety Training topic and/or have the employees review the S/P2.org module on Hazard Communication. Following the presentation, have each employee sign a training log. A sample log can be downloaded at [www.ccar-greenlink.org](http://www.ccar-greenlink.org). Keep the monthly Safety Training Record on file (such as in the RED MSDS binder) in the event of an OSHA inspection.

Get started on a compliant Safety Program with [www.SP2.org](http://www.SP2.org) and some simple steps:

1. Use a RED three-ring binder to keep all Safety Training & MSDS/SDSs;
2. Create a written Hazard Communication Plan using the information in this article;
3. Keep logs of monthly Safety Training assigned to employees such as using SP2.org modules or having monthly safety meetings.

Employee training on Hazard Communication will be a key factor in the success of your organization's implementation of GHS. The end result will be improved safety for workers via their awareness of the pictograms and other information provided on manufacturers' GHS SDSs and labels, in particular the necessary steps to protect people and the environment when responding to a chemical hazard.

### Monthly Safety Training Using S/P2

Providing training topic each month can be a challenge but should not be used as an excuse to be non-compliant. Encourage those employees using the S/P2 Program and those that are not such as office personnel to use the on-line program to augment the brief meeting.

Safety training should not have a beginning and an end, but represent an ongoing effort that continually promotes a safe working environment.

The S/P2 safety training is based on U.S. Department of Labor, Occupational Safety and Health Administration (OSHA) standards, which require that personnel be trained on safety and environmental regulations at the beginning of their employment, and at least annually thereafter. Completion of the S/P2 course is one great way to meet this requirement with confidence.

Some basic topics to cover throughout the year include:

1. Personal protective Equipment (PPE)
2. Fire Extinguisher Safety
3. Spill Clean Up Procedures
4. Welding & Cutting Torch Use
5. Blood-borne Pathogens
6. First Aid Kit
7. Eye Wash
8. Forklift Operation
9. Lifts and Hoists
10. Fire Escape Route
11. Safety Awareness Signs

S/P2 is made available with an annual subscription and licensed on a "per roof" or per facility basis. The initial price of a subscription is \$299.00 each, which allows the shop unlimited access for the 12-month period. Under this set-up, new employees may be added to the system and trained immediately at no additional charge. Each employee is assigned a unique PIN to go along with the shop's account ID and password, and the training is avail-



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able 24/7, so each person may train at the time of day that best suits their needs.

The S/P2 program consists of three courses [Collision Safety course, Collision Pollution Prevention course, Supervisor's course]. CCAR recommends that, in addition one employee at the facility completing all three courses, all others in the shop complete the Safety and Pollution Prevention courses. ALL training is covered under the single annual subscription payment. Certificates of completion for all S/P2 courses are valid for one year from the date upon which the final exam is completed.

OSHA has concluded that effective management of worker safety and health protection is a decisive factor in reducing the extent and the severity of work-related injuries and illnesses. Effective management addresses all work-related hazards, whether or not they are regulated by government standards. As always, S/P2 is there to meeting your safety training needs.

*Sue Schauls is an independent environmental consultant with automotive expertise. She is the Environmental & Safety Consultant for CCAR-GreenLink the EPA automotive compliance assistance center. She is the Executive Director & regulatory consultant for the Iowa Automotive Recyclers (IAR), she developed and implements the Iowa – Certified Auto Recyclers Environmental (I-CARE) Program. She contributes articles to several trade publications and is a member of ARA Technical Advisory and Certified Auto Recyclers Committees. Sue has a bachelors of Arts degree in Science: Environmental Planning from the University of Northern Iowa, 1996.*

## MATR Dates of Interest

### October 2013

17-19 **NACE Expo**  
Las Vegas, NV

25-27 **MATR Annual Meeting**  
Hannibal, MO

### November 2013

6-9 **ARA Annual Convention & Expo**  
Phoenix, AZ

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## The ARA University Training on Parts Grading

By Ginny Whelan, ARA Educational Foundation

The ARA Parts Grading and Description Guidelines are standardized part descriptions that the recycling industry identified and are approved by ARA (Automotive Recyclers Association) and CIECA (Collision Industry Electronic Commerce Association).

The ARA University provides online training on parts grading and standards & codes.

### COURSE: THE CODE MASTER

Inventory Specialist: Code Assignment & Parts Grading for the individual responsible for the vehicle inventory process and has knowledge of vehicles, vehicle systems, components and parts. The ability to identify parts assesses damage or condition with the use of the ARA damage codes for the identification of parts descriptions, code assignments and parts grading."

Code assignments and parts grading are intended to improve communication between recyclers and their collision repairer, mechanical repairer and insure customers. Many customers cannot decipher the codes used to describe the conditions and options of a recycled part. The results are part sales go to another vendor or the green recycled part is returned because it did not meet the customer's expectations.

To be the "code master" every auto recycler that is describing damage and grading parts must have the ARA Damage Locator (see figure) posted and Be Train to Use it!

Every employee that is processing, selling and delivering, green recycled parts must know how to read and describe the codes and grade.

Damage should be described using a 3 digit code; the first digit is the location as shown on the chart below, the second digit is the type of damage as shown under Damage Types, and the third digit is the units of damage with a unit being damage not exceeding

the surface area of a standard size credit card.

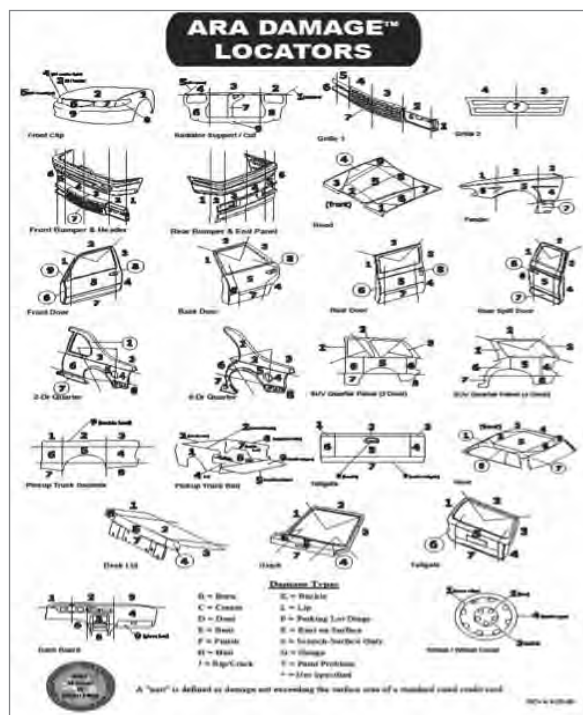
Example: a front door with a parking lot ding in the center with 1 unit of damage should be described as 5P1.

Body Part Grading is based on any necessary repair time required to make the panel "Clean and Undamaged."

A Grade Body Parts: "A" grade recycled green parts are 1 unit or less of repair necessary. The front door with the code 5P1 is an "A" Grade part.

The complete Parts Grading Guidelines are available at [www.a-r-a.org](http://www.a-r-a.org), Standards & Codes. Pocket guide books will be distributed at the IAR Summer Outing in Tama, Iowa June 10-11, 2011 during the Parts Grading Workshop!

You must educate your customers on the Parts Grading Codes. Many recyclers use their company web site to provide Grading information. Others are ordering bulk copies of the ARA Recycled Parts Standards and Codes, printing their company information on the back (ARA offers a discount for volume printing with your company info) and distributing them to their collision and mechanical repair customers.



## The Beginning of the Next Era in Catalytic Converter Recycling:

*By Legend Smelting and Recycling Inc.*

Over the last thirty years, Legend Smelting and Recycling has been acquiring as well as processing catalytic converters. As stated by Charles Darwin, "It is not the strongest of the species that survive, nor the most intelligent, but the one most responsive to change". In relation, change is an inevitable attribute that is applicable to the maintenance of a successful business. Therefore, at the beginning of 2013, Legend Smelting will be making modifications that pertain to the purchasing strategies of catalytic converters. Nevertheless, I initially desire to share how this industry began, and how this industry has evolved thus far.

Thirty years ago, the industry used a compressed pricing structure in order to entice wrecking yards to save all of their catalytic converters for recycling. While certain converters commanded prices higher than their net value, others were lower than their total value. The previously stated tactic was utilized in order to discourage auto recyclers from strictly assembling valuable converters. Moreover, in the early days, the shipments of the precious metals were financially lower in cost and the infrastructures of the low grade substrate collections were new in development as well as refiners necessitating the need for stock volume.

As time lapsed, the E.P.A. increased its standards on smog emissions and the shipments of the popular metals increased within the business of converters. The usage of particular metals evolved as a result of the demand, the necessity of performance, and the cost of the various metals that were embedded within the converters. Extraordinarily, rhodium hit a high of \$10,000 per ounce and marked a historic expansion in the catalytic converter industry.

Furthermore, as the industry grows, the competition increases as well. The shared knowledge of converter values instigated a cherry-picking mentality, consequently collectors originated and dissected converter stockpiles to sell off to different processors. Unfortunately, the previously mentioned technique failed to work sufficiently for processors that use an

element of converter averaging in their pricing structure. Therefore, refiners that unsuccessfully processed specific converters with profitably began reselling entire converters back into the market. In essence, Legend Smelting and Recycling calls for a revolution in the world of catalytic converters.

As of January 1st, Legend Smelting and Recycling will be using its knowledge of converter values to establish, to expand and to restructure converter categories along with pricing on the basis of individual values. Selected converters will possibly be paired with converters that were purchased in separate categories prior to the 2013 alterations. The new categories will shrink the disparity in values between individual converters in their assigned categories and will close the ability for "cherry-picking". Elimination of the "shell game" on the street will generate further balance as well as equality within the industry. With this understanding, if a seller is quoted a price that is too good to be true, then it probably is too good to be true. We believe that individuals that continue to attempt beating the system will plausibly emerge holding an assortment of converters that they may only be able to sell at a loss.

We believe this change will be for the betterment of the industry, and we are ready to help in any way to facilitate this change and transition into the new era.

### WELCOME NEW MEMBERS

**LKQ Four States**  
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(417) 624-8016

## EPA Finalizes Rules Affecting Boilers

*By Recycling Today Staff*

**NHSM revisions aimed at providing clarity and flexibility on secondary materials used in boilers.**

The U.S. Environmental Protection Agency (EPA) has announced finalized changes to Clean Air Act standards for boilers and certain incinerators. The agency says the changes have been designed to achieve extensive public health protections by slashing toxic air pollution, including mercury and particle pollution while at the same time addressing feedback provided by industry and labor groups. As a result of the changes, 99 percent of the approximately 1.5 million boilers in the U.S. are not covered by or can meet the new standards by conducting periodic maintenance or regular tune-ups, according to the EPA.

The final adjustments to the standards are based on what the EPA calls an extensive analysis of data and input from states, environmental groups, industry, lawmakers and the public. "As a result of information gathered through this review, including significant dialogue and meetings with public health groups, industry and the public, the final rule dramatically cuts the cost of implementation by individual boilers that EPA proposed in 2010," the EPA states in a Dec. 21, 2012, news release. "At the same time, these rules will continue to deliver significant public health benefits. EPA estimates that for every dollar spent to reduce these pollutants, the public will see \$13 to \$29 in health benefits, including fewer instances of asthma, heart attacks as well as premature deaths."

The rules set numerical emis-

sion limits for less than 1 percent of boilers—those that emit the majority of pollution from this sector, according to the EPA. For these "high-emitting" boilers and incinerators, typically operating at refineries, chemical plants and other industrial facilities, EPA is establishing what it calls more targeted emissions limits to "protect public health and provide industry with practical, cost-effective options to meet the standards."

EPA has also finalized revisions to the Non-Hazardous Secondary Materials (NHSM) Rule designed to provide clarity on what types of secondary materials are considered nonwaste fuels and provide greater flexibility in rule implementation. This final rule classifies a number of secondary materials as categorical nonwastes when used as a fuel and allows for operators to request that EPA identify specific materials through rulemaking as a categorical

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nonwaste fuel.

According to the EPA, implementing these standards will avoid up to 8,100 premature deaths, prevent 5,100 heart attacks and avert 52,000 asthma attacks per year in 2015.

In a separate EPA action in late December 2012, to meet a court deadline, the agency issued final amendments to the 2010 clean air standards for the cement manufacturing industry. The final amendments maintain the significant emission reductions from the 2010 standards, "while providing industry additional time to implement the revised rules," according to the EPA.

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## Are You a Boss or a Leader and Why You Should Establish a Zero Tolerance For Bad Bosses Policy

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**Christine Corelli**

In far too many businesses leadership has fallen by the wayside. The economy, rising costs, fierce competition has caused most owners to have little, if any, time to think about their ability to lead. While many business owners are seeing some improvement, most are trying to stay afloat. Those fortunate business owners who are experiencing strong growth in spite what is occurring are focused on continuing to grow and prosper. Rarely do they stop and think about how much more productive and profitable they could be if they stopped and paid more attention to this critical area of business.

Smart owners however, have recognized that success starts and stops with an organization's leadership. They know that no matter how smart their competitive strategy may be and how creative their marketing, advertising and promotions are, they can never accomplish their goals without a highly motivated staff. They

run their business on a basic business fundamental that many business owners seem to forget: employee performance is the key to success and long-term business growth. Within the motivated employee are ideas, solutions to problems and the ability to make customers happy and keep them coming back to you.

### Employee Motivation

In an ideal world, every person you hire is self-motivated. The reality is that today people are working longer hours and there may be little opportunity for advancement or an increase in pay. Thus, self-motivation is scarce. It's up to you and your entire management team to keep employees motivated to sell exceptionally well and deliver the highest level of customer service each day. This is not an easy task, and much depends on how employees feel about their boss.

## The Boss vs the Manager vs a Dynamic Leader:

Although these three roles are supervisory in nature, they are distinctly different. Which one are you?

### Boss

Simply put, a boss is someone who owns the business or someone with a title who tells people what to do. They pass out orders as easily as salespeople pass out business cards. "Get those delivered!" "Take care of that customer!" This approach is not very effective in today's world.

A boss is simply that. A boss. Interestingly, the Number One cause of job dissatisfaction and demotivated employees in America is working for a bad one! Bad bosses micromanage people, show favoritism, talk down to their staff, and shoot down ideas. They are closed minded and their doors are closed to new ideas and new ways of doing things. They don't care about people, they only act as if they care, and their employees see right through them. There should be a policy of "Zero-Tolerance for Bad Bosses" in every company.

### Manager

A manager directs, decides, and interacts with his or her staff to oversee operations, make sure customers are happy. Regardless of what type of business they work in, managers are accountable to executives for results.

### Dynamic Leader

A dynamic leader has a vision of where he or she wants their business to go. They eloquently communicate their vision and have an innate ability to motivate, inspire, and influence their staff to do what needs to be done - and do it well. Smart business owners practice dynamic leadership and insist their managers do the same. They also recognize

that because they have a title, they don't automatically get respect. They have to earn it.

They earn it by demonstrating the core values of honesty, integrity, respect, excellence in all they do, and by appreciating people. They are fair and supportive of their team. They care about their employees as much as they care about their best customers. Asking questions and listening to employees is how they keep them involved and engaged. They know how to make their team feel as if they are working with them and not for them. Any type of disrespect is not tolerated. They also demand that all of their managers are true leaders and lead in the same way, regardless of the size of their company.

There are many essential facets to leadership excellence. For now, answer these two questions:

1. Are You a Boss or a Leader?
2. Would you want to work for you?

***If you have interest in leadership training, call (847) 581 9968.***

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