

General Business Standards

General Business Standard 1

Provide adequate, well-graded or paved, well-drained customer parking facility separate from the salvage vehicle area.

The customer parking area should allow safe and easy access for customers, and provide a professional outside appearance.

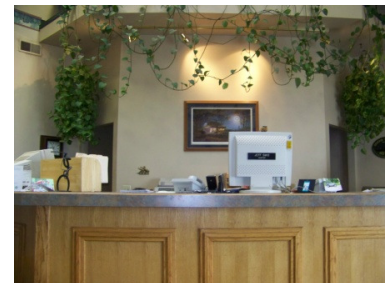


- 1) Provide sufficient number of well-maintained parking spaces for customers during business hours.
- 2) Do not allow customers to park in holding area for incoming vehicles.

General Business Standard 2

Maintain a clean and organized retail sales counter and reception area.

The retail sales counter and reception area is a reflection of the professionalism of the business and the concern for the customer.



- 1) Provide a clean, uncluttered, safe and professional atmosphere for customers.
- 2) Ensure the safety of customers by keeping parts, chemicals and slippery material away from customer reception area.

General Business Standard 3

Display signs in good taste and of positive tone at the facility.

Proper signage can establish the credentials of the business; explain warranties, policies, and sales conditions; instruct employees; identify association memberships; and create a pleasant environment for both employees and customers.



- 1) Post signage to establish credentials of the business such as sales tax permit and business licenses.
- 2) Provide safety signage as appropriate such as "Do Not Enter" or "Spill Kit."
- 3) Post only signs in good repair of good taste and not offensive.
- 4) Display association membership signs.



General Business Standard 4

Building and property is well-maintained to reflect a clean, orderly, and safe operation.

Buildings, fences, landscaped areas, and parts and vehicle storage areas give customers, visitors, neighbors, and others in the community their first impression of the business. Well-kept structures and the surrounding land are indicative of a reputable, professional, and respectable facility.

- 1) Keep building and fences in good repair and well-maintained.
- 2) Maintain a professional image by mitigating vandalism or dumping as soon as possible.
- 3) Keep vehicle holding areas and parts storage well-organized and professional.

General Business Standard 5

Delivery and support vehicles are well-maintained to ensure employee and community safety.

Good preventive maintenance reduces safety hazards, the risk of equipment breakdown, and the potential release of equipment fluids. It can also help prevent costly major repairs and extend equipment life. Having clean, well-maintained equipment helps create a positive image of the operation for customers and the community.

- 1) Maintain company vehicles in safe condition through preventive maintenance of engines and other working parts such as cleaning and lubricating frequently.
- 2) Ensure operators are well-trained and conscientious of vehicle capabilities.

General Business Standard 6

Pest control for mosquitoes and rodents is managed through preventive maintenance.

- 1) Conduct preventive maintenance for pest control to avoid infestations.

General Business Standard 7

No open burning is practiced at the facility as prohibited by Iowa law.

- 1) Ensure vehicle dismantling does not include open burning of any kind at the facility.
- 2) Remove all non-recyclable debris through periodic landfill disposal or other lawful practices.