

FROM THE DESK OF JUDD KYLE SHADER, CEO



Team, as this is LWG's first company wide news publication of LWG Quarterly Times, I wanted to take a minute in this very first issue to highlight what I hope we will achieve from these publications. Before I do this, I wanted to say how proud I am of everyone, getting our team to the point where we are today looking at this publication ecstatic with energy on the plans and growth of where we are going together.

My Three Objectives

First, Company Transparency. I want everyone to understand where the company is going as a whole. For us as a collective team to understand where we are growing, what markets we are looking at, new store openings, new districts being created, new programs coming out, and overall company growth.

Second, Collective Success. By collective success, my goal here is for us to communicate outside of our "Group Me threads" and learn from each others districts. Not only on what we are doing well in our current stores and districts, but also learning what others are doing by collectively sharing. LWG Quarterly Times will feature spotlights on stores, managers, technicians, office members, and industry experts highlighted in each publication.

Third, Collective Celebration. This will be a place to share not only celebrations of store successes, but also celebrations of our individual milestones. From birthdays, to life's milestones, work anniversaries and even wedding anniversaries. This will be a place for us to all celebrate our accomplishments inside and out of work, as the LWG family.

I could not be more excited on where we are at this point and on where we are going, but mostly what we are building as a team, moving full speed ahead as *The Premier Aftermarket Automotive Experience* to our customers. I hope LWG Quarterly Times drives these three factors, and mostly that we as a team grow to celebrate our challenges, victories, and celebrations inside and out of work together.

Cheers,

Judd Shader

Judd Kyle Shader – Chief Executive Officer & Board of Directors Member

LWG ANNOUNCES NEW DISTRICT MANAGER WIL CANCANON

LWG is pleased to announce the latest addition, Wil Cancanon to the team of hard-working District Managers.

Wil comes to us with a wealth of knowledge and experience in the automotive industry. After 10 years as a Finance Sales Manager with Suzuki, Wil began a career with LWG Midas Havana (Aurora, CO) as an Assistant Manager, then transferred over as Assistant Manager to LWG's original Big O Tires location in Greenwood Village (Greenwood Village, CO) in 2012. After demonstrating a passion for leadership and dedication to exceptional customer service, Wil was quickly promoted to Store Manager of the Big O Tires Greenwood Village location.

Having gained a deep understanding of our key processes and operations, along with maintaining a high energy, high performing shop-environment, Wil's new role as District Manager will help propel our organization further into our rapid growth initiative within the Big O Tires brand with this newly created district.

Wil will assume responsibility for Big O Tires Aurora (Aurora, CO) and Big O Tire Centennial (Centennial, CO) shops within the LWG Colorado Big O Tires division. Congratulations Wil!!





EMPLOYEE SPOTLIGHT

WES KULCZYCKI

Midas Palatine - Store Manager

Wes has worked within Midas for 8 years, but has been with the LWG family as the manager of our Palatine location for 2 ½ years. A committed team member and family-man, he's married to Helene, a realtor of 28 years and a father to Connie, his daughter who works in marketing at a downtown Chicago agency.

Wes was originally in real estate for over 20 years. In the early 2000's he diverted his career path to the automotive world with Advance Auto Parts. He began working at the Palatine Midas/Speedee location as a Service Writer and then Assistant Manager when it was a Midas Corporate owned location. Having worked for several different franchisees in the Chicago area, we were very fortunate to bring him into the Leeds West Group family, his presence having made a great impact.

Wes has proved to be a phenomenal selling manager, who loves working with people and taking care of their service needs. He works hard to consistently build and develop his team around him, resulting in several of his crew recently being promoted.

He feels that the key to his success with the Palatine location lies within changing their service model to meet *all* service needs, not just oil changes – which is what they were previously known for. In his spare time he likes to build motors and play with his Hot Rods – and they are beauties!



SHOP SPOTLIGHT

MIDAS PALATINE

This LWG location in Palatine, IL, a northwestern suburb of Chicago flies both the Midas and Speedee Oil Change flags. This seven day a week location has 14 bays, 4 dedicated to quick lube operations.

Deemed one of the highest volume Speedee locations in the country, the team has placed a lot of concentration on increasing the quality of work for their customers by becoming a true full-service provider.

There was great risk involved by reducing the car count intentionally, but by concentrating on providing more services to fewer customers, the average sale per R.O has increased by almost 50%. Sales are up, and GP% is up!

According to Wes, they were able to do this by performing complete customer courtesy checks on *all* vehicles, even those who come in solely for an oil change. He attributes their success to the trust they have gained by providing the consistent *full-vehicle service* customers have grown to depend on. Job well done Midas Palatine!



Wes Kulczycki, Don Ottesen, Joel Martinez

MEET THE TEAM



Eddy Devora, Konrad Marcicewic, Alfredo Cuevaz, Rafael Montoya, Dan Bailey, Steve Kowaleski



CORPORATE OFFICE UPDATES AND REMINDERS

IT Update

The LWG office is in the process of upgrading all ROWriter store's computers and network, with a target completion date of no later than the end of the year. Hardware replacement will improve the performance greatly, and a software upgrade will give you some nice feature enhancements. Along with this, LWG is installing a new firewall designed to help minimize unwanted intrusions from the outside. Better security, better performance, better efficiencies!

For any IT related issue – software, hardware, network etc., please send an email to itsupport@leedswest.com. This gets sent to several people immediately to help address the issues quickly.

Inventory Update

Friendly reminder – Correct onhand inventory quantities are critical to make sure you get restocked with the right product on a timely basis. Our goal is to give you the best opportunity possible to pull directly from your stock rather than waiting on deliveries from our suppliers! If the on-hands are incorrect, we won't be re-ordering properly for you - accuracy is key! Remember your cycle counts are due each week. Once the cycle count is complete, send the Lost Stock Reports/Adjustment Report to Jay at the office. Review your open PO's each week. If there are ones that have been outstanding for a period of time and product hasn't been shipped, let Jay know so he can run down any delivery issues. Most importantly, receive your PO's **immediately** when the product comes in your shop! This will cut down inventory issues substantially. Any inventory related inquiries should be sent to jay.mcelroy@leedswest.com

Just as a reminder – Required Weekly Inventory Cycle Counts are as follows:

Week 1 Monday – Oil, Fluids plus Filters (Oil, Air & Cabin)

Week 2 Monday – Oil, Fluids plus Brakes, Wipers, Fuses

Week 3 Monday – Oil, Fluids plus Bulbs and Tires

Week 4 Monday – Oil, Fluids plus Exhaust

Week 5 Monday (if needed) – Oil and Fluids

H.R Update

To ensure proper year-end W-2 distribution, please confirm your current address and contact information is accurate in Paycom.

Evan Goudy is our newest Human Resources Specialist. Please email humanresources@leedswest.com for any questions on Paycom, benefits, Worker's Comp, along with any other Human Resources needs. Welcome to the team Evan!!

NEW BIG O TIRES LOCATION OPENING OCT 1ST!

We are proud to announce the opening of our newest shop location in Highlands Ranch, CO. LWG has purchased the Goodyear Auto Service location on Town Center Drive, re-branding it into a Big O Tires with a grand opening expected on October 1, 2016.



Transforming this location will be approached using our unique LWG process – revolving around our focus on customer service, ensuring the customer is always a priority. This location will offer the full brand of Big O Tires products, along with full auto repair services.

"It's great to add a Big O to the Highlands Ranch, CO market. It's been an underserved and growing market for quality automotive service, tires and repair for years now. We are extremely excited to be here and look forward to serving the great community for years to come."
– Jeff Genuario, COO

This will be our 55th location nationally, 27th location in Colorado, and 11th Big O Tires location.

JOSH KEMMERER NAMED ASE TECH OF THE YEAR



Midas International and the National Institute for Automotive Service Excellence (ASE) are honoring Josh Kemmerer, of LWG's King of Prussia, PA Midas location as Midas/ASE Technician of the Year.

From the age of 15, Josh has demonstrated passion and natural talent for electrical diagnostics. By the age of 18, he had already graduated with honors from the Automotive Training Center in Warminster, PA. He currently holds over 21 Ford MLR certifications along with 172 TBC University Certifications.

"It has been an honor to work for Midas and Leeds West Groups the past 4 years. Working for an organization that supports and encourages furthering my education has allowed me the challenge of being the best Master Tech I can possibly be." – Kemmerer states.

Josh was selected based on his high level of ASE Certifications and scores, recommendations from customers and his manager, as well as his commitment to his family and community. Josh will be receiving this honor in person by the ASE organization at their annual awards banquet this fall.



WORK ANNIVERSARIES

Team Member	Location	Anniversary Date	Yrs.	Team Member	Location	Anniversary Date	Yrs.
Burton, Lorraine	HQ Office	10/26	17	Moore, William	IL Midas Lake Zurich	10/14	3
Divoto, Ronald	IL Midas Chicago (Clybourn Ave)	10/01	13	Merritt, Nicholas	DE Midas Wilmington	11/06	3
Goodlow, Javon	IL Midas Chicago (Clybourn Ave)	12/10	12	Deweese, Jarred	NJ Midas Flemington	11/12	3
Patterson, Michael	CO Midas Colorado Springs (Shop 4)	12/27	11	Martinez, Edward	NJ Midas Paramus (State Hwy)	12/30	3
Smith, Jason	CO Big O Aurora, CO	11/14	10	Sanchez, Gerardo	IN Midas Elkhart	10/04	2
Miles, Ein	IL Midas Chicago (Clybourn Ave)	11/18	8	Schaffer, Frank	WI Midas Milwaukee (Wisconsin Ave.)	10/06	2
Redding, Mark	DE Midas Wilmington	12/16	8	Jeffers, Steven	CO Big O Boulder	10/07	2
Harper, George	PA Midas King of Prussia	10/19	7	Burg, Jeffrey	HQ Office	10/21	2
March, Alex	Midas District Manager	11/30	7	Wyatt, Richard	PA Midas West Chester	11/10	2
Weed, Daniel	WI Midas Milwaukee (Wisconsin Ave.)	12/14	7	Lopera, Aparicio	NJ Midas Paramus (Bergen Mall)	11/17	2
Sprasky, Jeffrey	WI Midas Milwaukee (Wisconsin)	12/14	7	George, Nicholas	DE Midas Newark	11/17	2
Johnson, Brian	CO Midas Denver (Shop 9)	11/08	6	Jackson, Keith	DE Midas Newark	11/17	2
Rojas, Richard	CO Big O Littleton	10/15	5	Aupperlee, Joshua	CO Midas Aurora	12/01	2
Cancanon, Wil	CO Big O Greenwood Village	10/01	4	Labarre, Brendan	CT Midas Norwalk	12/08	2
Gould, James	CO Big O District Mgr	11/30	4	Morales, Nelson	NJ Midas Paramus (Bergen Mall)	12/29	2
Patalano, Anthony	CO Midas Colorado Springs (Shop 2)	10/07	3	Orness, Nick	CO Big O Littleton	12/29	2
Bray, Kathy	HQ Office	10/14	3				

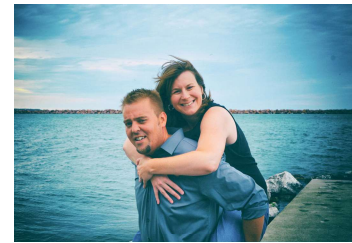
BIRTHDAYS!

Valued Employee	Department	B-Day	Valued Employee	Department	B-Day	Valued Employee	Department	B-Day
Knight, Jason	CO Big O Centennial	10/1	Thompson, Brian	Corp Office	10/24	Benson, Michael J	NJ Midas Flemington	11/29
Richards, Benjamin	IL Midas Homewood	10/1	Haber, Edwin	CT Midas Stamford	10/24	Ewald, Troy	CO Midas CO Springs - 12	11/30
Stansbury, Jeremy	IN Midas Mishawaka	10/1	Buongiorno, Douglas	CO Midas CO Springs - 12	10/26	Martinez, Edward	NJ Midas Paramus (S. Hwy)	11/30
Hammond, Matthew	NJ Midas Newton	10/2	Smith, Stephen	CO Midas CO Springs - 1	10/27	Britt, Ryan	MI Midas Niles	12/1
Blanding, Andre	CT Midas Norwalk	10/2	Gould, James	Big O Tires District Manager	10/27	Okeefe, Cody	CO Midas Lakewood	12/1
Tinsley, Kristopher	WI Midas Menomonee Falls	10/3	Rozas, Brian	PA Midas Warminster	10/27	Richey, Matthew	PA Midas King of Prussia	12/1
Caraballo, Obrayan	IL Midas Chicago (Clybourn)	10/4	Granado, Augustin	CO Midas CO Springs - 4	10/27	Gaeta, Thomas	NJ Midas Newton	12/3
Ulibarri, Anthony	CO Midas Denver - 9	10/5	March, Alex	Midas District Manager	10/29	Lamborn Jr., Russell	CO Midas CO Springs - 12	12/3
Kahler, Shawn	CO Midas CO Springs - 1	10/7	Trexel, Matthew	CO Big O Castle Pines	10/29	Williams, Dean	CO Midas Pueblo - Shop 5	12/5
Tanner, Christopher	CO Big O Littleton	10/8	Peregrine, Bryan	CO Big O Broomfield	11/2	Cancanon, Wil	CO Big O Greenwood Village	12/7
Goudy, Evan	Corp Office	10/8	Gouger, Callan	Corp Office	11/2	Troll, Michael Paul	PA Midas King of Prussia	12/7
Mccormack, David	Corp Office	10/8	Rose, Leland	CO Big O Chatfield	11/3	Lattin, Dontrell	CO Big O Greenwood Village	12/8
Polka, Joseph	CT Midas Norwalk	10/10	Terry, Colton	CO Midas Lakewood	11/4	Harrington, Edward	NJ Midas Flemington	12/11
Harris, Sean	CO Midas Centennial	10/10	Spargo, Christopher	NJ Midas Flemington	11/8	Gallegos, Armando	CO Midas CO Springs - 5	12/11
Hernandez Jr, Joseph	CO Midas Centennial	10/11	Cothran Jr., Richard	Corp Office	11/8	Aalfs, Whitney	IN Midas Mishawaka	12/15
Stackpole, Gabriel	CO Big O Centennial	10/11	Jarrett, Omar A	CT Midas Danbury	11/9	Culbertson, Anthony	CO Big O Boulder	12/15
Hover, Matthew	CO Big O Arvada	10/12	Mastria, Ernest	PA Midas Mt Pocono	11/10	Weiss, Christopher	DE Midas Wilmington	12/16
Patterson, Michael	CO Midas CO Springs - 4	10/13	Henderson, Aaron	IL Midas Chicago (Clybourn)	11/13	Galuszka, Joshua	IL Midas Lake Zurich	12/17
Dreiling, Darren	CO Big O Arvada	10/13	Archuleta, Kenneth	CO Big O Centennial	11/15	Khawshaba, Joseph	IL Midas Chicago (Clybourn)	12/18
Flynn-Leon, Dawn	CT Midas Danbury	10/14	McGovern, Sean	CT Midas Stamford	11/15	Taitt, Andrew	PA Midas Warminster	12/18
Reta, Daniel	CO Big O Greenwood Village	10/14	Patalano, Anthony	CO Midas CO Springs - 2	11/15	Arndt, Andrew	CO Midas Lakewood	12/18
Fortune, Jonathan	CO Big O Broomfield	10/15	Carlo, Michael	IN Midas South Bend	11/17	Tso, Avin	CO Midas Denver - 7	12/21
Mcgrath, Thomas	PA Midas Mt Pocono	10/16	Sprasky, Jeffrey	WI Midas Milwaukee	11/23	Crespo, Sascha	CO Midas CO Springs - 2	12/22
Mauritz, Corey	CT Midas Norwalk	10/16	Gales, David	MI Midas Benton Harbor	11/23	Kaepernick, Kreg	WI Midas Milwaukee	12/23
Steinbrugger, Daniel	CO Midas Pueblo	10/17	Orness, Nick	CO Big O Littleton	11/24	Cuevaz, Alfredo	IL Midas Palatine	12/23
Whiteman, Matthew	CO Midas Denver - 7	10/17	Allen, Thomas	CO Big O Boulder	11/24	Miller, Brady	Corp Office	12/24
Martinez, Ricardo	IL Midas Chicago (Clybourn)	10/19	Johnson, Thomas	CO Big O Castle Pines	11/26	McKiernan, Thomas	CO Midas CO Springs - 12	12/26
Jungwirth, David	CO Big O Aurora (6th Ave)	10/20	Agulay, Rodrigo	CT Midas Norwalk	11/29	Benish, Christopher	IL Midas Lake Zurich	12/26
Kulczycki, Wesley	IL Midas Palatine	10/21	Hartobey, Thomas	NJ Midas Flemington	11/29	Renz, Christopher	CO Big O Littleton	12/27
						Bailey, Daniel	IL Midas Palatine	12/30

LOVE IS IN THE AIR! Congratulations to our two District Managers!



Ian Gnadt + Brett Lange
September 30, 2016



Erik Kampa + Michelle Gross
November 5, 2016

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