

PASSING OF A DEAR FRIEND!

BY DON BELISLE



Don Belisle,
Owner of
Recore Trading
Company, L.L.C.

As most of you have heard by now, we've lost our good friend Bob Phelps. I have known Bob for many years. We met through our business relationship and then became good friends in recent years.

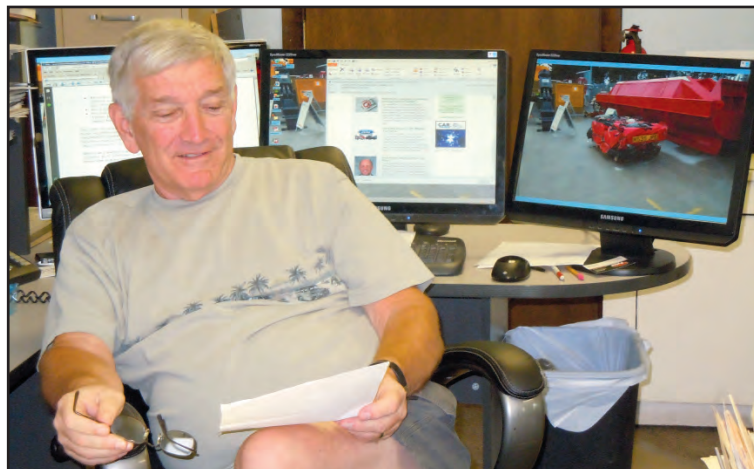
Bob was a true leader in the salvage business. He ran his own very successful salvage yard here in NH (Central NH Auto Recyclers). He was the president of the NH Auto and Truck Recyclers Association and served the national ARA organization as regional director

and global ambassador. Bob knew just about everybody in the business and everyone liked him. Bob was the true definition of a gentleman. I remember walking the ARA national expo a couple of years ago with Bob where nearly everyone we passed would say "Hey Bob, how ya doin'?" He knew and was liked by everybody.

Bob loved to fly and with me being a pilot, we flew many trips together. It didn't matter where I was going. If I called Bob and said "I've got a trip tomorrow to NY or NJ or VT or anywhere" and asked Bob "Are you in?" his answer was always "What time should I be at the hangar?" On many of these trips Bob would tell me about his experience flying in helicopters in Vietnam and not all of those memories were good ones. I remember him telling me about autorotations (this is when if the engine quit in the helicopter it could land without crashing). He said that was BS. He never told me how he knew that, but he was quite firm in his statement.

In the last few years Bob took a lot of interest in flying copilot on Angel Flight missions. What happens in Angel Flight is volunteers provide free transportation to people who have difficulty with transportation to or from medical treatment. Bob loved doing this and was the master. Bob's duties would be to handle all the paperwork, get the passengers in the plane and make sure they were properly belted in and had working headsets. He also made sure they were comfortable and informed enough to know what to expect flying in a small plane. One day we picked up a mom and her 9 year old son in Boston to bring them home from an appointment. The boy had been severely burned and was facing years of treatment at Shriners Hospital in Boston. In fact, we flew this boy more than once. We picked up the pair at Logan where Bob worked his magic and shortly after takeoff, we looked back to see they were both asleep and they slept all the way to Syracuse!

On another mission, we picked up an adult man who was a



August 2012--Bob Phelps in his office at Central Auto Recyclers

cancer patient in Nashua, NH, and flew him to Farmingdale NY. This patient had been diagnosed earlier with terminal cancer and was seeking quality of life treatment to extend his time here. The weather that day was stormy with heavy rain and turbulence, but Bob had the guy so comfortable that we laughed and joked most of the way. After we dropped the guy and were fueling the plane Bob bumped into someone he knew. This guy used to have a boat slip next to Bob's, and like everyone else, he was glad he bumped into Bob. These stories go on and on, all great memories I'll have forever. Bob found his volunteer work very rewarding and loved doing it. He was the best. Will miss ya Bud!

PRSRST STD
U.S. POSTAGE
PAID
FIVE MAPLES

HOW TO IDENTIFY WASHED CATS BY DON BELISLE

No, I'm not talking about FiFi taking a bath. The act of chemically bleaching scrap catalytic converters in an effort to remove the precious metals and then sell the cat to unsuspecting persons is becoming rampant here in the Northeast! This act is not new, however we had not seen much of it here in the Northeast until recently. We have one particular supplier who has been hit 3 weeks in a row!

Here is what happens: SC (scum bag) takes a group of cats and soaks and then rinses them in a particular solution. This solution effectively removes the precious metals from the ceramic honey comb. Now SC takes the precious metals and sells them. He then takes the converters and buries them underground for a period of time. This helps remove the telltale odor of the solution from the converters. Now after waiting awhile, SC digs up the cats which now have very little odor and look exactly like cats with high value. He takes the washed cats and sells them to unsuspecting salvage yards and cat dealers representing them as recently removed, untouched converters. The only problem is that the converters now have nearly no value. Some of the washed units have the platinum removed, some have the palladium removed and lately we are seeing units with both elements removed! SC is obviously getting better at his procedure.

These washed cats are hard to identify. Look closely at any converters you are buying off the street peddler or from anyone you don't know. Here is what to look for - look in the end of the cat at the ceramic honeycomb. If the cat has been washed, there will be a slight hint of red. This red color or hint of any color is a dead giveaway. After all, when have you ever seen exhaust gas come in red! The other thing you can check for is odor. Stick your nose right in the converter and sniff. If you pick up a solvent smell of any kind, the converter has been washed of value. Remember - Exhaust gas has its own odor and doesn't smell like solvent.

We are working closely with a couple of suppliers to identify the culprits and we are close to identifying them. When we have their names, we'll make them available to you to keep you from being hit. Be careful! There are many people trying to pick your pocket. If you have any questions, call us here at Recore. We will do all we can to help!

As of this writing, the miners' strike in South Africa continues with both sides digging in firmly. Currently, the strike has cost the mine 1.6 Billion dollars!!! I wonder who will blink first.

CHANGE YOUR ATTITUDE—CHANGE YOUR LIFE!?

BY D. J. HARRINGTON

Do you ever wonder how you could make your life better? If you want to make life better, why not wake each morning with the enthusiasm necessary to seek out people who could help you become better with a desire to cultivate a positive attitude.

My point is that you must pass your positive attitude on to others if you want to live in a better world. You simply must pass it on. Try asking yourself this question, "Do your children or grandchildren run to you or from you?" Maybe you need a slight attitude adjustment. You need to have fun with your children while you still have a chance.

One of America's most famous composers, Irvin Berlin, who wrote "White Christmas" also, wrote "Count Your Blessings". In the song, we are advised that "when you're worried and can't sleep, just count your blessing instead of sheep and you'll fall asleep counting your blessings".

Many of us have a tendency to moan and groan about what we don't have when, in fact, we should enjoy what we do have. It's even easier to be negative when someone else is helping us moan and groan. Don't let someone else's "outside" ruin your "inside".

No more pity parties please! I will remind you time and time again that "things are not going to get better for you until you change your attitude". Everyday life demands a lot of us. Determine what you are working with. If you don't compose the right attitude, you will be defeated immediately by the difficulties, tragedies and challenges that life constantly

throws at us all.

It is your birth right to be happy, healthy and prosperous. Let's work together to unlock the hidden treasure of your "happy" potential and release your personal power to master your true destiny and live the life others only dream about.

Do you read? If not, start reading. You need to read as much as you can. My challenge to you is to take a hard, honest look at yourself to determine whether or not you are on the right track as far as your education is concerned. Do you attend seminars or workshops? If you can't find time to read, most great books are on audio cassette tapes. I listen to tapes in my car all the time. I call it my "Auto University". Believe me your education from this point on is up to you. Please change your attitude and you will see your life change, too! Enjoy your family...Enjoy your work...Enjoy your life!

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D. J. Harrington is an author, journalist, seminar leader, international trainer, and marketing consultant. He works primarily with customer service personnel, and his clients include such world-class companies as General Motors, DuPont, Caterpillar and Damon Corporation.

He may be reached at 800/352-5252. E-mail: dj@djsays.com. 52 weeks a year, we are as close as your telephone. Visit www.djsays.com to order my books ~ "Your Prescription for Life" and "Mastering the Art of Success". Check out my NEW eLearning system on djsays.com!



SO NOW YOU HAVE INHERITED A RECYCLING FACILITY

BY SANDY BLALOCK



Part Two, continued from last month's issue.

After you dial in your front reception area, next go to your dismantling and production areas and watch the workflow. Are your employees working efficiently or are they running around looking for the right tool because they do not have it right next to them. Are they using power tools? If not make sure that becomes part of their job description. Make sure they have all the necessary tools at hand where they can reach them without much movement away from the vehicle. All good mechanics know what tools they will need for any make or model so that really should not be an issue for your dismantlers. If the work area is not conducive to good workflow make sure that your employees work with you to make the necessary changes to improve that. Hold them to the task of cleaning up and keeping their work areas and equipment in top working order.

Watch every single employee that you have to make sure they are making the most of their day. If you see someone who is not staying on task and seems to need some sense of direction it might be a good time to sit down and review your employee job descriptions. Remember every employee should know clearly what your expectations are for him or her, so they are always productive and make the most of their days. If you do not have an employee manual make that one of your priority items.



Once you have a good view of what is happening on a daily basis sit down and look at the list you made and begin to prioritize what needs to be addressed. First make sure the employee manual and job descriptions are done and with the analysis of your facility you have more information to assist you in putting that to paper. Once that is done make sure to have a meeting with your employees and go over it with them. You can have a general meeting to discuss it in it's entirety then schedule meetings for each employee to go over their specific role and responsibilities and make clear your expectations of each of them. If there are changes or improvements that need to be accomplished set timelines and goals for those and make sure that you hold each employee and yourself accountable for their part.

With your list in hand make sure to set your own personal

goals for each of the items you need to work on. Be strategic with each goal, as they will set you on the right path to success if you manage them so you see improvement each and every day. Some of the changes may involve more than an investment of time so you will have to make sure that is part of your plan. Do you have enough cash flow to do what you need to do as well as continue buying inventory? Remember not to short your inventory buying account to do a lot of these projects, as that will have an immediate impact on sales.

If you have a lot of improvements that will take cash to achieve it might be wise to sit down with your accountant and budget those in to make the most sense. You should already have a budget however we all know that we find ourselves with something that is not included in the budget that needs to be addressed. Never take money away from your inventory budget if it can be avoided.

Make sure that your plan is visible where you can see it daily to help keep you motivated. Don't be afraid to make changes to your plan as you see fit. You may find that once you get started priorities change so do not paint yourself into a corner, be flexible but always keep moving forward. Be ready for set backs, they happen just don't let them discourage you and your team. Hopefully as improvements happen your employees are more encouraged and are now finding that they can trust you and your decisions. The process can sometimes be long but hopefully each day you will see some improvement if not reevaluate your plan.

Always keep your mission in mind and do not be afraid to get your hands dirty. This is not a clean industry and rebuilding a business takes a lot of sweat equity. Hopefully within a month you should see some substantial improvements and are on the right path to success. Your plan will succeed if you put all the effort and time in it that it needs. Again there are plenty of resources available if you can afford it. Make sure you have good accounting and legal advice available and with your business acumen you can work through much of the rest yourself. The learning curve is not a steep as you think, business is business and auto recycling is just one of them. Stay on track with your plan and you will make strides every day.

Remember first and foremost that if at first you do not succeed, reevaluate and whatever you do don't give up.... Keep moving forward and "just do it".

Sandy Blalock started in auto recycling in 1993 managing her family business, Capo's Truck and Auto Parts in Albuquerque, NM which was sold to LKQ in 2009. She has served on the NM Automotive Recyclers Association Board for 17 years, and 4 years as President. She has served on the Executive Committee of ARA, President of ARA, Member and current President of the ARA Educational Foundation, member of the Government Affairs Committee, Affiliate Chapters Committee, State Chairperson Regional Director and the Budget Committee. Her immediate plans include assisting other states in starting or rebuilding their associations. She can be reached at Sandy Blalock-Blalock Consulting at 505-281-5418, by fax 866-722-8642 or email bconsulting4u@gmail.com.

Robert Allen Phelps – January 6, 1947 ~ May 5, 2014



Robert Allen Phelps, 67, of Goffstown, passed away on May 5, 2014 at his home after a courageous battle with cancer.

He was born on January 6, 1947 to Andrew Jackson Phelps and Ethel (Hunter) Phelps. After his mother's passing in 1949, he was raised by the loving Hunter Family.

He graduated from Goffstown High School and New Hampshire College. During the Vietnam War he served in the U.S. Navy as a Seabee in the 71st Construction Battalion.

Since 1986, Robert owned and operated Central Auto Recyclers in Concord. He was the current president of the NH Auto & Truck Recycling Association. He also served as the regional director at-large and global ambassador for the Automotive Recyclers Association.

He was a dedicated coach and leader for the Goffstown Little League, Goffstown Babe Ruth League, Tri-Town Soccer and Daniel Webster Council of the Boy Scouts of America.

Robert enjoyed golfing, auto racing, traveling the world, camping and boating on Lake Winnepesaukee. He and his wife also enjoyed their annual trip to Aruba. In his final

years he volunteered as a crew member for Angel Flight Northeast.

He leaves behind his wife of 44 years, Carol (Laferrriere) Phelps of Goffstown; his beloved children, Kelley Phelps of Goffstown, Zachary Phelps and his wife, Mellisa, of New Boston and Tyler Phelps of Concord; seven grandchildren, Madison, Eric, Anna, Paige, Jillian, Cole and Ben; a great grandson, Carter; a sister, Allison Britton of Gilsum; and many aunts, uncles, cousins, family and friends.

The family would like to thank all of Robert's doctors and nurses for their exemplary care.

SERVICES: Calling hours are Friday from 4 to 8 p.m. at Lambert Funeral Home & Crematory, 1799 Elm St., corner of North Street, Manchester. The funeral ceremony is Saturday at 11 a.m. at the funeral home. Committal prayers with military honors will follow at Westlawn Cemetery in Goffstown.

In lieu of flowers, donations may be made to ARA Scholarship Foundation, 9113 Church St., Manassas, VA 20110-5456 (please note on the check: Bob Phelps Memorial Scholarship), or to American Cancer Society at www.cancer.org, or to Angel Flight NE at www.angelflightne.org.

Remembrances of a Really Great Man, Colleague, and Friend, Robert A Phelps

We landed at an airport somewhere in NJ, on the counter of the FBO there was a cool looking propeller paper weight. I asked do you sell those? They said yes \$25.00. I said nice, but too much for me. When Bob and I returned to our hangar he handed me a new cool propeller paper weight. He had bought it for me while I was in the bathroom.

One day Bob calls "you going to be in your office" I said yes. Bob shows up a bit later and presents me with an antique cool looking twin engine airplane clock. Bob had picked it up somewhere, then sent the clock out to be repaired, then gave it to me! It is hanging on the wall of the hangar.

Don Belisle
Recore Trading Company, LLC

Some of you might know him better than I did but when I did have the opportunity to talk with him at seminars and even at one of our recent CAR meetings I was impressed by his enthusiasm for and dedication to our industry. He was a friendly person in general, always smiling and always conversational. He was a great asset to the auto recycling industry and he will be missed.

Taia M. Cesana
President, Connecticut Auto Recyclers Association

Worked with Bob for a number of years with ARA. Always appreciated his help, encouragement, and his great sense of humor. Time spent with him at ARA functions was always a time of learning and laughing with him around. My condolences to his family. He was truly one of the good guys.

Linda Pitman
Dulaney Auto & Truck Parts
Amarillo, Texas

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In the short time I knew Bob, he acted as a mentor and friend rather than regulator vs. facility owner. What I remember most about him is how no matter what the conversation was, he always turned it around to what is most important. We could be debating the absurdity of some regulations or discussing the weather; it did not matter, he always managed to leave me with the feeling that he had taught me something about the way we all should interact with one another. It saddens me to know that Otto or The Big O, as Bob always referred to him, will not have the chance to talk to Bob about how he taught his Mommy the difference between the words 'salvage yard' and 'recycling facility'.

Tara Mae Albert, M.S.
Department of Environmental Services
Concord, NH

Bob was really into the auto recycling business and cars in general. He, along with several others, brought class and business savvy to an industry where 40 years ago, that was not the norm. He was one of the people who made this job so much easier. He was a true gentleman and a pleasure to work with.

Bruce Crawford,
Executive Director
Auto and Truck Recyclers Association of New Hampshire

One of my earliest impressions of Bob was that he seemed stern and authoritative. But as I came to know him through trade shows and Association business, he represented the best of what our industry had to offer. He had a natural sense for business and customer satisfaction, a strong affiliation for our industry, a willingness to sacrifice personal time for the good of others, and appreciation of our natural resources. Bob will be greatly missed by family, friends, competitors and industry associates. Our industry extends its deepest condolences to his family and my personal thanks go to his family for sharing him with us.

Paul D'Adamo,
Auto Recyclers Association of Rhode Island
Pick n Pull Auto Auto & Truck Dismantlers
Formerly Bill's Auto Parts

My last memory of Bob was touching I went to see him at his business not too long ago looking for a tail light for my CTS Cadi. He was so kind and took care of me, we talked about my son who was hit by a high speed car in St Louis MO who lived but is recovering from lots of broken bones. Bob gave me advise to be patient through his healing we talked for about 30 minutes he was so caring and full of good. I will always remember him as a kind, intelligent and generous man, he will be missed.

Priscilla Vaughan, Supervisor
Division of Motor Vehicles
Bureau of Title & Anti-Theft

How I will miss Bob's ever present twinkle in his eye, his oh so warm and welcoming smile and his intelligent wit. What a gift he was to the automotive recycling profession - he was observant, thoughtful and always concerned for the greater good. I would look forward to the occasional calls from Bob when he wanted to bounce around ideas on issues that he was dealing with on the state level, ideas that he knew his ARA would be able to help with and also use in other areas. He was a team player - always - and his sense of humor and storytelling of his exploits with some of his colleagues will live forever in my heart.

Rest in peace my dear friend.

Betsy Beckwith
Director, Policy and External Affairs

All of us at Central Auto Recyclers will always remember what a Great Boss as well as a Great Friend Bob was. We all enjoyed working for him and we will truly miss him.

Dawn, Dave R., Lou, Dave G. and John
Central Auto Recyclers

Carol & Bob and Susan & I were in a Red Sox suite at Fenway watching a game while drinking a little wine. It was cool outside so we stayed inside and talked and enjoyed some more beverages. The game ended and the four of us got on the wrong subway to go to our car. We were laughing so much and could not find our car. We gave up and went to a nice restaurant, had a great meal and 3 hours later figured out where we had parked the car.

I'll see you Bob, where the sun & moon raise out of the ocean. Jack

Jack Murray

Bob was so pleasant to talk to on the phone. Always sounded as if he were smiling on the other end of the receiver.... he teased me each time we chatted, but it was always out of a grandfatherly humor. I left each conversation with a smile on my face. Bob will be missed!

Harmony French
Mike French & Co/Auto Recyclers Toolbox Magazine

Bob was a great customer and a great friend! Although we met through business, he immediately showed himself to be personable, warm and friendly. I had the pleasure of working with him for many years and always found him to be positive about everything and everyone. He always had a smile on his face, and always had good things to say about everyone. He will be missed!

Mike French
Mike French & Co/Auto Recyclers Toolbox Magazine

Remembrances of a Really Great Man, Colleague, and Friend, Robert A Phelps *continued from page 5*

I've been in this business for over 25 years, met a lot of people and Bob Phellps was one of the best in this industry.

Ron Belley
School Street Truck Parts
Lowell, MA

It seems like almost from the first day I met him over 15 years ago, Bob picked on me unmercifully about being vertically challenged and a number of other things that I felt only he found to be most amusing. Honestly, there were times when I wasn't sure how to take him. Then while exhibiting at an ARA show, a friend in the auto recycling business heard Bob and I bantering back and forth. Once Bob walked away from my booth, my friend commented "Bob must really like you because he only picks on people he's fond of." From then on Bob and I did continue to banter

back and forth, but we also had many great conversations. He was such a dear man. He was a gentleman, a leader, a friend with a great sense of humor, courageous and so much more. I will remember his smile and his laughter, along with that twinkle in his eyes, especially when he was ribbing me about something. He particularly liked to pick on me about being from "that liberal state of Vermont" where people run around naked and only come out of the hills when spring really has arrived. The town I live in, Brattleboro, VT made the national news when a local guy was jogging around town with no clothes on. Let me tell you, for the longest time Bob was not going to let me forget it. Along with so many others I will miss him, ribbing and all, especially the ribbing.

Pat Finnell
Recore Trading Company, LLC

WINNER OF RECORE TRADING'S CASH DRAWING AT THE ANNUAL MAINE AUTO RECYCLERS ASSOCIATION MEETING



The winner of our \$100 cash drawing at the annual Maine Auto Recyclers Association Meeting was Ken Tracy of Caldwell's Auto LLC, in Limestone, ME. In addition to the cash, Ken also won an insulated Recore Trading Company bag and an insulated mug. Congratulations Ken!!!

Bruce Crawford (on right), Executive Director of ATRA NH presents Ken Tracy of Caldwell's Auto LLC with the prizes he won from the Recore Trading drawing at the MARA annual meeting.

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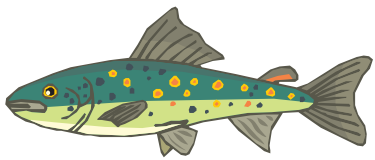
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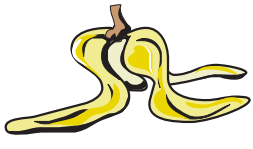
Fishing season hadn't opened and a fisherman who didn't have a license was casting for trout as a stranger approached and asked: "Any luck?" The fisherman responded, "Any luck? This is a wonderful spot. I took 10 out of this stream yesterday," he boasts. "Is that so? By the way, do you know who I am?" asks the stranger. "Nope." "Well, meet the new game warden." "Oh," gulped the fisherman. "Well, do you know who I am?" "Nope." "Meet the biggest liar in the state!"



COUNTRY DOCTORS

A young doctor had moved out to a small community to replace a doctor who was retiring. The older gent suggested the young one accompany him on his rounds so the community could become used to a new doctor. At the first house a woman complained, "I've been a little sick to my stomach." The older doctor said, "Well, you've probably been overdoing the fresh fruit. Why not cut back on the amount you've been eating and see if that does the trick?"

As they left the younger man said, "You didn't even examine that woman. How'd you come to your diagnosis so quickly?"



"I didn't have to. You noticed I dropped my stethoscope on the floor in there? When I bent over to pick it up, I noticed a half dozen banana peels in the trash. That was what was probably making her sick."

"Huh," the younger doctor said, "Pretty clever. I think I'll try that at the next house."

Arriving at the next house, they spent several minutes talking with an elderly woman. She complained that she just didn't have the energy she once did. "I'm feeling terribly run down lately."

"You've probably been doing too much work for the church," the younger doctor told her. "Perhaps you should cut back a bit and see if that helps."

As they left, the elder doc said, "Your diagnosis is almost certainly correct, but how did you arrive at it?"

"Well, just like you at the last house, I dropped my stethoscope. When I bent down to retrieve it, I noticed the preacher under the bed."

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