



Case Study

A 15-year Relationship with KPA Helps Beck Automotive Group Avoid Major Accidents and EPA Violations



Client:

Beck Automotive Group

Industry:

Automotive Dealerships

Benefit:

Avoiding major accidents and EPA violations through a safety- and compliance-focused company culture.



Client Profile

Beck Automotive Group is a family-owned group of five auto dealerships in Florida that started with a single location in the 1980s. Today, the business encompasses a wholesale parts store, a stand-alone repair facility, a car wash, and a collision center, managed by approximately 340 employees.



Challenge

The addition of the repair, car wash, and collision facilities was a boon to Beck Automotive Group's retail business. But the company has found that these facilities come with many potential OSHA and EPA compliance issues.

Beck's Fixed Operations Director Craig Alexander has been with the company since the 1980s. He has inherited much of the added responsibility, being heavily involved in service and parts at retail and overseeing managers at Beck's car wash and collision center.

"KPA finds items that we correct and the overall emphasis on safety in our operation has made the difference."

Craig Alexander,
Fixed Operations Director



"The collision center has been a big focus for EPA-concerns with all the paint and everything involved," Alexander said. "I try to keep everybody focused and make sure everything's in line."

For Beck's Auto Group, the priority is being prepared for a surprise auditor visit, and that's exactly what happened during a 2008 dealership acquisition, when the company ran into an issue with a building they were in the process of acquiring.

"I would say probably three months into the buy-sell deal, we ran into an EPA issue with an old detail bay in the back of the building," Alexander recalled. "We didn't know anything about it, and at this point, we owned the building. We started having people breathing down our necks. We were going to have to dig out a bunch of soil and do soil sampling. It turned into a mess."



Solution

That's when they turned to KPA.

"Hannah [from KPA] just jumped right in," Alexander said. "I mean, she jumped right in and said, 'All right guys, this is what we need to do.' And she said, 'I'm going to take it from here. I'll be your contact point. If I need you for anything, I'll call you.' Not much involvement was required from us at all."

"And the result was we didn't have to dig up any soil," he added. "We had to go through some testing, but we didn't have to go through all the hoops that the EPA made it sound like we would have to go through."

Beck Automotive Group immediately saw the value KPA could deliver.

"We realized that, hey, we've got a good relationship here with someone who can take care of us, who is very knowledgeable, and obviously has much bigger resources than we do," Alexander said.

KPA Software also houses the company's written EHS planning documents. "Managing our documents was a definite challenge prior to KPA," Alexander continued.

About KPA

KPA helps dealerships improve safety and stay compliant. Trusted by 10,000+ clients, including 8 of the top 10 automobile dealership groups, KPA offers a unique combination of expert Environment, Health, and Safety (EHS), HR, and Sales F&I consulting, software, and training. KPA enables dealers to comply with state and federal regulations and proactively manage programs to reduce costs, minimize risk and increase productivity.

For more information visit
www.kpa.io or call **866.356.1735**.



Result

The relationship between Beck and KPA continued to blossom from there. And Alexander points to regular KPA site visits as one of the main benefits. "[Our KPA Consultant] Stephany finds items that we correct, but the overall emphasis on safety in our operation has made the difference. It gets us looking at things differently. If we didn't have KPA and her, we wouldn't be as attuned to it."

Their KPA site visits are quarterly or more frequently, as needed. Alexander says he usually doesn't let his managers know in advance when KPA will be there.

"I want her to just come in and do her thing and give me a good snapshot of how we're performing," he said. "At the end, we have a meeting and go through what she found: what was good, what was bad, what was ugly, and what we can get better at."

To help keep compliance top of mind throughout the organization, Beck turns to KPA's Vera Suite software platform. He defines it as a "friendly" and "easy-to-navigate" resource for downloading SDS forms and printable site signage, as well as for training.

"All of our employees take the basic training. And then, some of the fine-tune stuff like forklift training is specialized," Alexander said. "Hazardous waste, emergency situations, trip or fall, heavy lifting, storm, and fire. We use all those trainings."

But perhaps more importantly to this family-owned business is KPA's team mentality, which Alexander says has saved the company money and headache by identifying potential compliance violations and helping keep the company better focused and more vigilant. From the beginning, Beck Automotive Group has viewed KPA as more of a business partner than a vendor.

"KPA keeps us abreast of what's up-and-coming. Our rep Stephany will be in communication, whether she's on the property or not. 'Hey, I'm starting to see this, this, and this out in the field. I don't recall you having had these issues, but let's keep them on our radar,'" Alexander said.

"It allows me to go to my team, to each one of my service departments, or the body shop, and let them know, 'This is what's trending out right now. This is what inspectors are looking for.'"

With KPA's help, Beck has nurtured a safety- and compliance-minded organization. "Our managers take it seriously because we do," Alexander said.