

## Corporate Overview

### Safelite® Group

Safelite® Group, a subsidiary of Belron®, is a multi-faceted vehicle glass and claims management service organization based in Columbus, Ohio. The company, which has been in business since 1947, is composed of four major business operations that include vehicle glass fulfillment services, operating under the trade names Safelite AutoGlass®, Arnie's Auto Glass Center, Auto Glass Center, Auto Glass Specialists®, Cindy Rowe Auto Glass™, Diamond Triumph Glass™, Elite Auto Glass™, JC's Glass, Midwest Auto Glass Center and Nationwide Auto Glass; a claims processing operation, which processes vehicle glass claims for insurance companies, operates as Safelite® Solutions LLC and Alliance Claims Solutions; Service AutoGlass® a national provider of wholesale vehicle glass products as well as installation and repair materials and tools; and Safelite® Glass Corp. the company's glass-manufacturing unit. The company employs more than 10,000 people throughout the United States.

### Retail Vehicle Glass

Company-owned Safelite AutoGlass®, Arnie's Auto Glass Center, Auto Glass Center, Auto Glass Specialists®, Cindy Rowe Auto Glass™, Diamond Triumph Glass™, Elite Auto Glass™, JC's Glass, Midwest Auto Glass Center and Nationwide Auto Glass join together to provide convenient mobile vehicle glass repair and replacement services to more than 95 percent of the U.S. drivers in all 50 states. The retail vehicle glass division specializes in replacing all types of vehicle glass damage in all types of vehicles. In addition to replacement services, the company operates a team of repair specialists that are dedicated to delivering the highest quality windshield repairs in the industry. As the largest vehicle glass repair and replacement organization in the U.S., the company's more than 3,700 repair technicians serve more than 3.1 million customers each year and ensure the highest quality of work on each job they do.

- Auto Glass Specialists®/Safelite AutoGlass® operates in Iowa, Illinois, Michigan, Minnesota and Wisconsin.
- Cindy Rowe Auto Glass™/ Safelite AutoGlass® operates in Maryland and Pennsylvania.
- Elite Auto Glass™/Safelite AutoGlass® operates in Colorado.
- Safelite AutoGlass®/Arnie's Auto Glass Center operates in Michigan.
- Safelite AutoGlass®/Auto Glass Center operates in Arkansas, Iowa, Illinois, Kansas, Michigan, Minnesota, Missouri, Montana, North Dakota, Nebraska, Oklahoma, South Dakota and Wisconsin.
- Safelite AutoGlass®/Diamond Triumph Glass™ operates in 42 states, except in Alaska, Hawaii, Iowa, Kansas, Montana, North Dakota, South Dakota and Wyoming.
- Safelite AutoGlass®/JC's Glass operates in Arizona.
- Safelite AutoGlass®/Midwest Auto Glass Center operates in North Dakota.
- Safelite AutoGlass®/Nationwide Auto Glass operates in Utah.
- Safelite AutoGlass® operates in all 50 states.

### Insurance Claims Management

#### Safelite Solutions®

Safelite Solutions® provides complete claims management solutions for the nation's leading fleet and insurance companies. The company currently serves as a third party administrator of vehicle glass claims for more than 100 insurance and fleet companies, including 19 of the top 30 property and casualty insurance companies. Safelite Solutions® manages a network of nearly 10,500 affiliate providers and operates two national contact centers in Columbus, Ohio.

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## Wholesale Vehicle Glass

### Service AutoGlass®

Service AutoGlass® is a national provider of wholesale vehicle glass products as well as installation and repair materials and tools. Service AutoGlass® provides service to vehicle glass companies through a network of 85 warehouses located throughout the U.S.

## Windshield Manufacturing

### Safelite® Glass Corp.

As the nation's largest exclusively domestic producer of original equipment equivalent windshields for aftermarket, Safelite® Glass Corp. has a manufacturing and distribution facility in Enfield, NC. The manufacturing facility serves Safelite AutoGlass®, Arnie's Auto Glass Center, Auto Glass Center, Auto Glass Specialists®, Cindy Rowe Auto Glass™, Diamond Triumph Glass™, Elite Auto Glass™, JC's Glass, Midwest Auto Glass Center and Nationwide Auto Glass and the customers of Safelite® Group's wholesale operations, Service AutoGlass®. The Safelite® Glass Corp. manufacturing and distribution facility is ISO-9001 certified.

## Senior Leadership Team Profiles



### Thomas Feeney President and Chief Executive Officer

In his 20 years with the company, Tom Feeney has been instrumental in establishing Safelite AutoGlass® as a national company and a well-known brand. He played an integral part in the creation and growth of Safelite® Solutions, which now includes partnerships with more than 110 insurance and fleet leasing companies, three national contact centers that handle more than 15 million calls per year and administers a database network of over 50,000 independent glass shops.

Since joining Safelite® in 1988, he has held several positions within the organization including senior vice president retail operations and group senior vice president. In October 1991, Tom was promoted to senior vice president, client sales and support and again in 2003 as executive vice president and chief client officer with responsibility for Safelite® Solutions. He was promoted to president and CEO in July, 2008.

Before joining Safelite®, he was the vice president of franchise operations for Tenneco Automotive Retail. He also served in sales and operations positions with Hertz Corporation and American International Rent a Car.

Feeney is the chairman emeritus for the American Red Cross of Greater Columbus Chapter. He currently serves as president of the Board of Directors for Ronald McDonald House Charities of Central Ohio, is a board member for Champions of the Community Inc., a non-profit organization that manages the annual Nationwide Children's Hospital Invitational golf tournament. He also serves on the board of HyperQuest, a for-profit company, and is a board member for Riverwatch Towers Condominium Association. Additionally, he and his wife, Debra, have served on the Parent's Board for Kenyon College in Gambier, Ohio and Otterbein College in Westerville, Ohio.

Feeney received his Bachelor of Science degree in Accounting from La Salle University, Philadelphia, Pa. in 1974. He and Debra reside in Dublin, Ohio. They have three daughters, a son-in-law, and two grandchildren.

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**Rich Harrison**  
**Senior Vice President and Chief Operations Officer**

Rich Harrison, who was promoted from senior vice president, strategy and business development to his current position in October 2007, has been working with Safelite's parent company, Belron<sup>®</sup>, for 15 years in a variety of U.S. and international roles. He joined Safelite's retail business, Windshields America, in 1992 and served in key roles during its rapid expansion.

In 1996, he began working with Belron<sup>®</sup> internationally on numerous strategic planning projects. He spent significant time in Germany developing Belron's business strategy and eventually heading up their marketing efforts. In 2002, Harrison was named vice president business development for Belron<sup>®</sup> Canada and during that time he also headed up operations in Western Canada. Harrison was responsible for Belron's efforts to re-enter the U.S. market and in 2005 was appointed V.P. acquisitions and integration, Belron Inc. This led to his role as regional vice president, midwest, where he managed the turnaround of Auto Glass Specialists<sup>™</sup>. In 2006, Harrison was appointed CEO of Belron Inc.

Harrison graduated from Oregon State University with a Bachelor's degree in Finance in 1989.



**Doug Herron**  
**Executive Vice President and Chief Financial Officer**

Doug Herron joined Safelite<sup>®</sup> in June 1992 after 20 years with General Electric. During his Safelite<sup>®</sup> career, Herron has provided leadership for several organizations within the company, including Finance, Information Technology, Supply Chain, and Commercial Sales. He has shepherded the business through significant changes, including surges of growth, several mergers/acquisitions, and sale of the company to Belron<sup>®</sup> in 2007.

While with GE, he served as manager, finance operations, of GE Medical Systems, a leading manufacturer and supplier of diagnostic imaging equipment and financing products to hospitals and clinics throughout the world. Before his position at GE Medical Systems, Herron served as vice president and manager, finance, at GE Capital Corporation where he was responsible for the financial management of nine operating businesses with total assets of more than \$30 billion. His career at GE also included positions with the company's Lighting Systems Department and Corporate Audit Staff.

Herron serves Columbus as Trustee for the Community Shelter Board. He received a Bachelor's Degree in Economics from Cornell University in 1972.

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**Dino Lanno**  
**Senior Vice President, Supply Chain**

Dino Lanno joined Safelite® in November 1989 and has held numerous leadership positions in the company's Procurement, Supply Chain, Materials Management, Sales, Warehousing/ Distribution, and Logistics organizations. Lanno has worked many years in both field operations, as well as the company's home office.

Prior to joining Safelite®, Lanno served multiple management roles in the Engineering and Manufacturing disciplines in the housewares industry for Alcoa and Hamilton Beach Proctor-Silex. He was primarily responsible for managing small appliance design, production and sourcing functions in the United States and abroad. He possesses multiple design patents in small appliance design.

Lanno is currently a member of several industry-leading vehicle glass organizations and is active in developing vehicle glass standards for the industry. Lanno continues to be the key face of Safelite® to our Strategic Suppliers, building relationships for more than 20 years.

Lanno graduated from The University of Michigan with an Electrical Engineering degree and received his Masters in Business Administration from Ohio University. He serves on the Board of Directors of LifeCare Alliance.



**Steve Miggo**  
**Senior Vice President, Human Resources and Leadership Development**

Steve Miggo joined Safelite® Group in October 2008 from Limited Brands where he served for three years as associate vice president of human resources, and before that he served as vice president of human resources for Elmer's Products Inc. for seven years where he was responsible for all human resources and administrative functions for the company.

His experience includes 12 years working in various operational and human resources capacities for Plaskolite Inc. and Sumitomo Electric Company. He also gained considerable entrepreneurial experience acquiring, operating, and ultimately selling his sole ownership in Advanced Moldings Inc., a consumer and industrial products

manufacturing company located in Columbus, Ohio.

His strong business foundation and a wealth of human resources and leadership development experience strongly support the Safelite® Group growth strategy. Miggo has a bachelor's degree in organizational psychology from Ohio University and a master's in business and labor relations from the Fisher School of Business at The Ohio State University.

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**Peter Pearson**  
**Senior Vice President, Client Sales and Support**

Pete Pearson has served in many roles at Safelite®, including vice president of operations, vice president of sales, vice president of sales training and development and vice president of client sales and support.

Pearson joined Safelite® in 1989 as a result of the company's acquisition of AFG Glass where he served as a regional manager. Before, he was with A-1 Quality Glass as general manager. His more than 25 years in the vehicle glass industry with Safelite® and with an independent glass company brings a dynamic perspective that is well utilized. Before joining Safelite®, Pearson worked at Xerox for 12 years as a branch sales manager.

His keen business sense, industry knowledge and strong relationship building skills have allowed him to provide valuable insight to his clients regarding industry trends, initiatives and best practices. Pearson graduated with honors from the University of Utah and resides in the Salt Lake City area.



**Mark Placenti**  
**Senior Vice President, Marketing and Brand Development**

Mark Placenti joined Safelite® in September 2005. He is responsible for the development of marketing, advertising, public relations, Web, directory and other marketing communications programs to increase opportunities across all customer and business segments while building a powerful Safelite AutoGlass® brand.

Previously, Placenti spent time in both corporate and advertising agency environments. He was a key member of the Circle K management team that led the company out of bankruptcy. During his tenure there, he helped the company more than double its business on a per-store basis over a four year period.

His advertising agency client experience includes Domino's Pizza, Scotts Professional Products, International Paper, Checker, Schuck's & Kragen Auto Parts, Worthington Industries and many others. Placenti received a Bachelor of Arts in Journalism from The Ohio State University in 1979.

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## Vision, Mission and Values

Safelite® Group's mission is to become the natural choice for vehicle glass replacement and repair service in the United States.

- Providing 100% claims outsourcing solutions that provide superior value to insurance and commercial clients via cost savings and customer satisfaction.
- Becoming the low cost manufacturer and distributor of high quality vehicle glass for retail and wholesale segments.
- Expanding the company's national leadership position in vehicle glass repair and replacement via a low-cost mobile operating model, achieving customer delight at every level and market-based plans to win.

Safelite® Group is governed by a set of corporate values woven throughout the fabric of the organization. Our associates understand that living our values means doing what's right, following our beliefs – and the rules – when no one else is watching. Winning means nothing unless we get there in a fair, collaborative way; it is rooted in our values and contributes to the greater good.

- Value our people
- Focus on our customers
- Act with integrity
- Work together
- Show respect

## Media Facts and Figures

**Number of customers served in 2009:** 3.8 million

**Number of employees nationwide:** 10,000

**Number of employees in Central Ohio:** 1,657

**Number of technicians:** 3,400 offering repair and replacement services, covering all 50 states

**Manufacturing facility:** Enfield, N.C., capacity of 1.4 million windshields annually

**Distribution Centers:** 2

**Number of warehouses:** 87

**Number of SuperCenters:** 87

**Number of retail stores:** 380

**Number of mobile locations:** 202

**Total retail locations:** 756

**Headquarters:** Columbus, Ohio

**Web site:** Safelite.com

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## A Brief History

- 1947** Bud Glassman and Art Lankin open Service Auto Glass in Wichita, Kan.
- 1951** Production of laminated glass in block sizes begins in Wichita.
- Safelite® Glass Corp. is formed by combining Service Auto Glass®, the installation end of the business and the newly established flat laminated glass manufacturing plant, also in Wichita.
- 1964** The first "Safelite" installation center is built on the end of the manufacturing plant in Wichita.
- 1967** The Wichita Windshield plant opens. The first windshield for sale is produced on July 4.
- 1968** Royal Industries acquires Service Auto Glass and Safelite® Glass Corp., creating the Safelite Division of Royal Industries.
- 1969** Construction of a new windshield manufacturing plant in Enfield, N.C., begins. The first windshield for sale was produced at the Enfield facility in February 1970.
- 1972** Safelite Division of Royal Industries acquires Safelite Glass Company of Denver, a manufacturer of flat automotive, architectural and safety glass.
- 1977** Lear Siegler acquires Royal Industries. Name of the company changes from Safelite Division of Royal Industries to Safelite Industries.
- 1978** A new lamination building is constructed in Wichita, combining operations from Colorado and Kansas in one location.
- 1987** Forstman Little and Company of Manhattan, N.Y., acquires Safelite Industries. Company name is changed to Safelite® Glass Corp.
- 1989** Safelite institutes the use of SAFENET, an internal communication network that connects Phone Referral centers, stores, warehouses and billing to coordinate the production, distribution, installation and billing of auto glass.
- Safelite introduces TCS – the Total Customer Solution – leveraging the company's sophisticated phone systems, EDI, computerized scheduling and management reporting capabilities to help major insurers process their auto glass claims more efficiently.
- 1990** Safelite® Glass Corp. corporate headquarters is moved to Columbus, Ohio.
- 1991** Safelite® Glass Corp. opens its first National Referral Phone Center at 1105 Schrock Road. The first phone center had 12 operators, who would answer calls and refer customers to the Safelite store in their area.
- 1992** Safelite® Glass Corp. manufactures its one-millionth windshield.
- Wichita Flat Laminating Glass production facility ceases production of architectural glass to concentrate on the automotive segment.
- 1993** Safelite AutoGlass® introduces their market-based retailing concept, using the Central Telephone Unit and Dispatch Command Center to manage the business in a given market more efficiently.
- Enfield manufacturing and distribution center is updated.
- 1994** Safelite opens its second phone center in Dublin, Ohio, and celebrates 25<sup>th</sup> anniversary of windshield manufacturing in Enfield, N.C.

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**1995** Safelite develops and patents a method for the duplication of windshield contour/size while the glass is still in the vehicle.

**1996** Wichita Windshield plant becomes ISO 9002 registered.

Safelite opens its third phone center in Columbus, Ohio. This phone center brings the total number of associates in Safelite's National Call Centers to 320, with the ability to handle more than 44,000+ calls per week.

Safelite expands its corporate headquarters to accommodate a new Network Operations Center, coordinating the efforts of more than 30,000 subcontracting glass shops nationwide to accommodate its customers.

Thomas H. Lee Company of Boston gains a significant equity share of Safelite Glass Corp., with management retaining an equity interest.

**1997** Safelite® Glass Corp. celebrates 50 years.

Safelite merges with Chicago-based Vistar Auto Glass. Vistar's owner, BELRON® International, becomes a minority shareholder in the company. Other significant shareholders include T.H. Lee Company and members of management.

Safelite gains retail representation in all 50 states.

**1998** Safelite launches Repair Medics, a new operational initiative designed to increase awareness and quality of windshield repair.

Safelite begins a massive overhaul of their warehouses across the country, adding inventory and increasing capacity to better service wholesale customers. Service® AutoGlass, a new wholesale sales division, is created.

**1999** Safelite launches Mobile Pro to expand market reach across the United States.

Safelite expands its Enfield, N.C., distribution center and opens its 4<sup>th</sup> national call center in Columbus, Ohio.

**2000** Safelite's Enfield, N.C. manufacturing facility is ISO 9002 certified, and celebrates its 30<sup>th</sup> year.

Safelite separates from BELRON® International to become the largest privately owned automotive glass company in America.

**2001** Safelite's Enfield facility becomes ISO 9001:2000 certified for product design.

Safelite's two corporate facilities in Columbus, Ohio combine at 2400 Farmers Drive.

**2003** Safelite introduces a new corporate structure to better reflect the focus of the individual business units supported by the company.

*Safelite Group Inc.* – Parent company

*Safelite Fulfillment Inc.* – Automotive glass products and services, including retail automotive glass repair and replacement leader Safelite® AutoGlass and wholesale distributor Service® AutoGlass

*Safelite® Solutions LLC* – Property and casualty claims management solutions

*Safelite® Glass Corp.* – Windshield manufacturing and distribution operations

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- 2004** Expanded mobile service operations allow Safelite AutoGlass® to provide automotive glass repair and replacement services to more than 92 percent of America's drivers.
- 2005** Safelite consolidates all manufacturing operations to the Enfield, N.C., facility.
- Safelite® Solutions' national contact centers in Columbus, Ohio, passes an independent audit and fulfilled the requirements for ISO 9001:2000 certification on the first attempt.
- 2007** Safelite AutoGlass® celebrates 60 years in business.
- Belron®, the world's largest vehicle glass repair and replacement company operating in 28 countries, announces plans to acquire Safelite Group Inc., the U.S. market leader in automotive glass replacement and repair services and plans to combine the organization with their current U.S.-based operation, Belron Inc. The new entity is named Belron® US and does business under the names Auto Glass Specialists®, Elite Auto Glass™, and Safelite AutoGlass®.
- 2008** Belron® US acquires substantially all of the assets of Diamond Glass™
- Belron® US acquires substantially all of the assets of Cindy Rowe Auto Glass™
- 2009** Safelite AutoGlass® introduces Mobile Resource Management (MRM), a wireless technology tool designed to streamline processing for vehicle glass technicians and save time for customers. The mobile application equips staff with GPS technology and allows customer invoicing without paper.
- Safelite® Solutions opens its third state-of-the-art contact center in Columbus, Ohio
- Safelite® Glass Corp. opens a 282,000 sq. ft. eco-friendly distribution center in Ontario, Calif. The facility supports vehicle glass distribution to states west of the Mississippi River.
- Belron® US acquires substantially all of the assets of Auto Glass Center® family of brands and Alliance Claims Solutions.
- 2010** Belron® US changes corporate name back to Safelite® Group.
- Safelite® Glass Corp. opens a 357,000 sq. ft. eco-friendly distribution center in Braselton, Ga., the company's largest facility to date. The facility supports vehicle glass distribution to states east of the Mississippi River.

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