

ARIZONA BUSINESS GAZETTE

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PHOTOS BY MARK HENLE/THE REPUBLIC
Ryan Sparks, left, and John Petersen inspect a vehicle on June 8 at Good Works Auto Repair, 2348 E. Broadway Road in Tempe.

AUTO SHOP CREATES NICHE FOR HYBRIDS

Good Works offers three year, 36,000-mile warranty to earn trust of customers while repairing specialty cars

GEORGANN YARA
SPECIAL FOR THE ABG

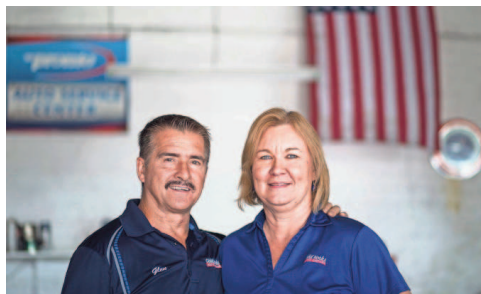
He had been in the auto-repair industry since graduating from high school in Milwaukee in 1974. But when Glen Hayward applied his old-school knowledge and customer-service practices to servicing contemporary vehicles, the co-owner of Good Works Auto Repair created a niche for his shop in the hybrid repair space.

Adding that specialty division in 2013 has helped Hayward and his wife and business partner, RaeAnn, grow their Tempe repair shop, which has serviced just about every type of vehicle since opening in 2004.

The idea came when Hayward started noticing a lot of hybrids on the road. His research revealed that there were about 46,000 such green vehicles in Maricopa County at that time, but barely, if any, independent shop that specialized in working on them.

"This is such a niche market we could develop into something. There's got to be a great opportunity here," Hayward said of his thinking.

He discovered a company in Virginia that owned several hybrid specialty shops. Hayward reached out to the owner, who trained him and his



Glen and RaeAnn Hayward, the owners of Good Works Auto Repair, expanded their business to include repairing hybrid cars.

techs, and designed and engineered the equipment to refurbish hybrid batteries — a big source of repair.

This technology can refurbish a used hybrid battery pack up to 95 percent of its original condition, Hayward said. A typical new hybrid battery can last seven to 10 years if it's

Good Works Auto Repair

Where: 2348 E. Broadway Road, Tempe.
Employees: 10.

Interesting stat: The U.S. hybrid market is projected to grow 25 percent this year, according to Michigan-based research and analytics firm Baum and Associates.

Details: 480-894-0018, goodworksautorepair.com.

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JESSICA HILL/AP

Insurance giant Aetna notified customers in June that it will exit Arizona's individual health insurance market in 2018.

Aetna bails on state market as GOP Senate health bill stalls

KEN ALLTUCKER
SPECIAL FOR THE ABG

Insurance giant Aetna has notified customers this month that it will exit Arizona's individual health-insurance market in 2018, citing financial risk and an uncertain outlook.

People who purchased health insurance directly from Aetna can keep their plans through the end of this year but will need to search for other options in 2018.

Aetna did not offer subsidized plans

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State's sick-leave law could make it hard for employers to fire workers

RUSS WILES
SPECIAL FOR THE ABG

So you have a worker whom you'd like to reassign or possibly fire.

If that's the case, then you'd better hope he or she doesn't take, or even request, paid sick time off anytime soon.

Arizona's new sick-leave law, one of the toughest in the nation, took effect July 1 and seems likely to complicate employer-worker relations. In particular, companies and non-profit groups might find their hands tied if they want to fire or discipline workers — or do something as benign as change schedules or job responsibilities.

That's because the new law prohibits employers from retaliating against workers seeking to exercise their sick-pay rights. Businesses and non-profits could face a tough legal challenge proving that whatever adverse action taken against a worker wasn't a consequence of the person taking, or requesting, paid sick time off.

"The law presumes that any adverse action taken within 90 days of an employ-

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