



Small Business Category Honoree

WESTERN PUMP, INC. petroleum & lubrication equipment specialists

Western Pump, Inc.

3235 F St.
San Diego, CA 92102-3315

www.westernpump.com

Western Pump, Inc. is a fueling and lubrication equipment company specializing in construction, service, compliance testing and wholesale distribution. This mission of Western Pump is that the customer is the center of its universe, and it knows that just being good is not good enough. Its aim is to delight, because it knows that if it doesn't, someone else will.

Monitoring employee satisfaction levels is essential for the acquisition and retention of a quality workforce, and at Western Pump, employee satisfaction surveys are conducted in order to measure and understand the employees' morale, opinions, motivation and satisfaction.

Recognizing that skills and knowledge of employees are critical to the success of the company, an educational assistance program is available to encourage personal development through formal education and training so that employees may maintain and improve job-related skills. Operating in strict compliance with the

Company Health and Environmental Safety Program, each employee is trained and certified and is sent to technical, safety training and equipment certification classes.

Western Pump employees represent a wide range of experience and educational and ethnic backgrounds. The company's personnel policies, programs and practices are administered in nondiscriminatory manner in all aspects of the employment relationship, and it is committed to hiring, developing, promoting and retaining women, minorities and others with diverse backgrounds.

The managers at the company are responsible for gathering input from their team before making any informed decisions. Employees have a high degree of involvement in the decision-making process and once the decision is made, are expected to fully support and comply with that decision. By meeting one-on-one with managers on a regular basis, employees discuss their goals and progress, and receive feedback on their performance.

Salaried employees are often hired through a process known as "The Gauntlet" - a rigorous interview process whereby each key Western Pump

employee has the option of meeting and speaking with the job applicant. The process gives the applicant a broader view of Western Pump; gives current employees a say in how the company is run and the selection of people with whom they work; and is a test on the job candidate's courage, willingness to take risks and ability to display grace under pressure ... all integral traits to an individual's success at Western Pump.

Western Pump recognizes that the

resourcefulness, professionalism and dedication of its employees shine because they find their work challenging, the environment stimulating and the results of their efforts rewarding. The core of the company's culture is the balance of work and personal lives - a balance between the seriousness of the company's mission and the fun it promotes in the workplace. It is because of the company's core values of integrity, excellence, people, accountability and respect that its turnover rate is only 5 percent.

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The advertisement features a photograph of a golf course with a palm tree in the foreground and a clubhouse in the background. The text is overlaid on the image.