



Holden

Holden Certified Collision Repair
Program Participation Application and
Agreement

To: Collision Repair Facilities

The information contained in this Participation Application and Agreement document explains the Holden Certified Collision Repair Program.

Contents

| | |
|--|----|
| Introduction..... | 3 |
| Overview | 3 |
| Section A - Holden Trademark and Marketing Material..... | 5 |
| Section B - Signage | 6 |
| Section C - Annual Program Membership Fee | 6 |
| Section D - Confidentiality | 7 |
| Section E - Next Steps..... | 8 |
| Section F - Holden Initial Criteria | 9 |
| Section G - General Business, Administration, Customer Facilities Criteria & Environmental.... | 11 |
| Section H - Training..... | 14 |
| Section I - Holden Workshop Criteria. | 16 |
| Section J - General Tools & Equipment..... | 18 |
| Section K - Holden Specific Equipment | 20 |
| Section L - Holden Specific Repair Processing Requirements..... | 24 |
| Section M - Holden Customer Net Promoter Score (NPS)..... | 25 |
| Section N - Body Shop Auditing | 26 |
| Section O - Payment information | 27 |
| Section P - Collision Repair Facility Agreement | 28 |
| Section P (cont.) - Collision Repair Facility Agreement | 29 |

Introduction

Welcome to the “Holden Certified Collision Repairer Program” which GM Holden Australia NSC Ltd (Holden in this Participation Application and Agreement) are introducing to Collision Repair Facilities within Australia to carry out auto body repair work on Holden vehicles.

Holden has granted ISS First Response a license to create and administer the Holden Certified Collision Repair Network. ISS First Response will be known as the Program Administrator in this Participation Application and Agreement. This program is designed to ensure the maintenance and integrity of acceptable repair standards regarding the repair and refinishing of Holden vehicles.

GM Holden Australia NSC Ltd is the sole licensor of the Holden Trademark and owns the commercial benefits attaching to and has the exclusive right to use and allow the use of the Trademark.

Overview

This Participation Application and Agreement outlines the Holden requirements which must be completed for Collision Repair Facilities to be considered for the program.

Participation in this program is being offered in Australia. Participation is purely voluntary. Any Collision Repair Facility that wishes to deal exclusively with the Holden brand will not be approved for membership of the program. Repairer Facilities must remain open to repairing all makes of vehicles as increases in repair volume, by reason of being a Holden Certified Collision Repairer, is not guaranteed.

Whilst this program does not guarantee an increase in volume of Holden repair work, your Collision Repair Facility will:

- receive a certificate stating they are a “Holden Certified Collision Repairer”.
- be listed on the www.holden.com website as a “[Holden Certified Collision Repairer](#)”.
- be provided with Holden branded marketing
- templates for use in the promotion of your business.
- receive Genuine Holden Repair Procedures at no cost and technical support from Holden
- attendance at exclusive Holden events.

The agreement will commence on the approval date and shall, subject to terms of this agreement, continue for 1 (one) year. The agreement will not automatically renew, and Collision Repair Facilities will need to go through a renewal process to be considered for another year. The renewal process will include but not be limited to an updated agreement (which will include any updates from the previous 12 months), a renewal facility audit and program approval.

SAFE - PROPER - REPAIR

As part of this program, you will be required to ensure you are following GM Global Practices in the repairs to Holden customer vehicles.

This includes:

- Adherence to published Holden Position Statements on DTC Scanning (please see position statement)
- Usage of Genuine Holden Repair Procedures during all collision repairs of Holden vehicles
- Genuine Holden Parts usage at all times.

By definition, a Genuine Holden part is:

“Genuine Holden Parts are parts that are designed, validated and engineered by General Motors or its associated entities; sourced through the GM Holden authorised supply chain and warranted by GM Holden.”

The rights provided to the Collision Repair Facility under the terms of this agreement are not transferrable and the Program Administrator should be advised in writing immediately if there is any change in the ownership, shareholding, control or members interest of the Collision Repair Facility.

In the event of any change in the ownership of the Collision Repair Facility, the membership in the Holden Certified Collision Repair Program will be revoked. The Collision Repair Facility will then have the opportunity to re-apply for admission into the program subject to the following:

- Application will be treated the same as any new application.
- Re-appointment will be subject to a full re-application and inspection audit of the Collision Repair Facility at the repairers cost.

Participating Collision Repair Facility Requirements

To be considered for the program, Collision Repair Facilities must comply with all Holden requirements listed in this document.

Upon acceptance into the program, the Collision Repair Facility will, always conduct its operations in a manner that will promote, protect and not damage the business interest, reputation and goodwill of Holden, its vehicles, warranties, parts and accessories. The repairer may not make unsubstantiated claims and remarks with regards to any Holden product quality issues to any persons.

Section A - Holden Trademark and Marketing Material

If accepted into the Holden Certified Collision Repair program, the Collision Repair Facility may indicate at only the approved premises, in its advertising and on its stationary that it is a Holden Certified Collision Repairer, however, they are not licensed or authorised to conduct business under the Holden trademarks. The Holden trademark may only be used for the following:

- Collision Repair Facility shall only use it in connection with the collision repairs to Holden vehicles in terms of this agreement and for no other business, operations or purpose.
- Collision Repair Facility can only use the marketing templates provided to them by Holden.
- Repairer must not use the trademark in its business name or corporate design, and nothing in this agreement provides the repairer with any right or interest in the Trademark or design, patent, copyright, insignia, symbols, slogan, trade names or any other marks whatsoever.

The Collision Repair Facility agrees that any marketing material and / or certificates remain the property of Holden and must be provided to Holden or the Program Administrator in the event of the Collision Repair Facility not renewing or being removed from the Program.

Should non-renewal or removal from the program take place, the Collision Repair Facility agrees that all marketing templates related to this program and provided to the Collision Repair Facility, remain the property of Holden. Should the Collision Repair Facility not renew, or be removed from the program, they must cease use of all Holden branded marketing materials and remove any acknowledgement of being a Holden Certified Collision Repairer.

Section B - Signage

External signage will not be made available to program members. Holden will provide approved Collision Repair Facilities with a certificate for display purposes as well as listing on www.holden.com.

Section C - Annual Program Membership Fee

Annual Program Membership Fee

Program requirements and fees are subject to change. In the event of a change in requirements including fees, a Collision Repair Facility will be given advanced notice of the upcoming change(s) and provided with a realistic timeline to meet the new requirements to continue their compliant status.

The completed and signed Participation Application and Agreement must be returned with an application fee of \$500.00 + GST.

Should the Collision Repair Facility not meet the initial Participation Application and Agreement verification criteria to then progress to a site inspection, the \$500.00 + GST will be fully refunded.

Site inspections will be undertaken to verify the information provided and that the Collision Repair Facility meets the Holden standards prior to acceptance into this Program.

In the event an additional site inspection / verification visit is required to validate compliance and correction of initially identified gaps, there will be a further charge of \$500 + GST per visit. The Collision Repair Facility is solely responsible for the additional costs associated with these on-site gap correction inspections.

Successful applicants will be notified of their eligibility for the program. The annual membership fee will then be required. Annual Membership is a non-refundable program fee of \$4,000.00 + GST. Once this has been received, the Collision Repair Facility will be accepted into the program and receive a welcome pack from Holden.

Example of first year:

| | |
|--|--|
| <i>Application fee</i> | <i>\$500.00 + GST</i> |
| <i>Membership fee</i> | <i>\$4,000.00 + GST</i> |
| <i>Renew audit (2nd year application fee)</i> | <i>\$500.00 (1 month prior to expiry) +GST</i> |

Acceptance of Collision Repair Facilities into the Holden Certified Collision Repair Program will be entirely at the discretion of the Program Administrator which is not bound to accept any application for certification into the program.

Section D - Confidentiality

The Collision Repair Facility shall not disclose and will ensure its employees do not disclose, to any third party, either during or after this agreement has ended, any information of a confidential nature relevant to:

- The terms and conditions of this agreement
- Confidential and proprietary information relating to Holden, including the Holden manufacturers specifications, trade secrets and information and data of a proprietary / confidential nature including but not limited to: designs, drawings, techniques, model, data, algorithms, source code, object code, documentation, diagrams, flow charts, research, development, process, procedures, know-how, new product or new technology information, product prototypes, product copies, marketing techniques and materials, marketing timetables, strategies and development plans, customer names and other information relating to customers, pricing policies and other technical and financial information.

The Collision Repair Facility agrees to only disclose all such confidential information to its officers, directors, employees, consultants and professional advisers who have a need to know and are aware that the information is to be kept confidential in terms of this agreement.

Section E - Next Steps

This Document

Collision Repair Facilities electing to participate in this program should follow these steps:

1. Complete each question of the Holden specific requirements in this document.
2. Once you have completed the Holden requirements, please attach a copy of the following information/documents to support your application:
 - a. Copy of Registration of Business Certificate
 - b. Copy of current Business Insurance Certificates
 - c. Copy of current Workcover Certificate
 - d. Current Police Checks for shop Owners and Managers
 - e. Other relevant documentation or evidence as listed on page 20
3. I-Car Gold Class or on the “Road to Gold” (which must be completed in 12 months)
Register at I-Car -to undertake the Holden Gold Class Training and book your first quarter of training programs before we can move forward with your application
<http://i-car.com.au/manufacturer/holden/>
4. Environmental Requirements/Accreditation must comply with current State Legislation
5. Pay \$500.00 + GST application fee.
6. When completed, please email all documents to:
holdennetwork@iss-solutions.com.au

Once received, the initial verification process will begin.

Section F - Holden Initial Criteria

Program requirements are subject to change.

The list below provides an overview of the Holden Initial Criteria for entry to the program.

- Holden Trade Club Number _____
- Genuine Holden Collision parts purchased from the Holden Dealer Network must total \$2,000 or greater for each month, during the previous 12 months.
 - Genuine Holden Collision parts = \$2,000 per month
 - Program Administrator will use Holden Trade Club reports to verify
- I-Car Gold Class or on the “Holden - Road to Gold” Gold Class training program
- Ability to demonstrate a history of customer satisfaction.

| | | |
|---|--------|------------|
| Collision Repair Facility Name: | | |
| ABN: | | |
| Business Address: | | |
| City: | State: | Post Code: |
| Shop Contact Person: | | Telephone: |
| Email: | | Fax: |
| Shop Owner Print Name: | | |
| Shop Manager Print Name: | | |
| Which Towing Company do you use? Phone number: | | |
| Which Paint Company do you use? Solvent or Waterborne | | |
| Which Insurance Companies do you have <u>current</u> contracts with? <i>(for information purposes only)</i> | | |

Why do you want to be a Holden Certified Collision Repairer?

What point of difference can you offer Holden Customers?

Section G -General Business, Administration & Customer Facilities Criteria and Environmental requirements (State Legislation)/best practice.

Program requirements are subject to change. In the event of a change in requirements, a Collision Repair Facility will be given advanced notice of the upcoming change(s) and provided with a realistic timeline to meet the new requirements and continue their compliant status. Collision Repair Facilities can demonstrate or agree to the following criteria.

| GENERAL BUSINESS & ADMINISTRATION CRITERIA | YES | NO |
|--|-----|----|
| Collision Repair Facilities must meet all criteria in the following sections. General Criteria. Security Administration. Environmental. | | |
| Bodyshop Management System (BMS) must be capable of: quoting invoicing record retention weekly reporting to Holden data backup • Name of BMS system _____ | | |
| • A privacy statement must be shown to all customers informing them how information will be shared with the Program Administrators & Holden. | | |
| • Holden Certification requires that all Holden work is provided with a lifetime Warranty by the Collision Repair Facility. | | |
| Collision Repair Facilities can demonstrate or agree to the following for Holden repairs: • Complete a 'pre-inspection sheet' / check in sheet - Signed by Customer referring to a privacy statement / disclaimer indicating information will be shared with Holden and their partners. • Complete a detailed final quality predelivery check list. • Protects customers vehicle interior with floor covers and seat covers, and does not store any parts in vehicles. • Must send all calibrations and programming to an authorised Holden Dealer. • Must have an approved Holden Scan Tool with a subscription to ACDelcotds to complete resets on vehicles. • All essential documents are assembled into a job file or equivalent physical or digital file. | | |

| ENVIRONMENTAL | YES | NO | N/A | ATTACH |
|---|-----|----|-----|--|
| General Do you have an environmental policy signed by Business owner and manager and communicated to all staff? Do you have an Environmental Plan or Accreditation? Is your environmental policy displayed in a place where it is available for all management, staff and team members? Do you include your environmental policy in your staff & team member induction program? Are Safety Data Sheets (SDS) available in all required areas? Is your workshop floor sealed (painted)? Do you have any noise reduction procedures? Are records kept of audiometric tests for staff and team members? Are all staff & team members provided with the required PPE and trained to use it? Is rainwater collected and used on site? Do you have a contractor management program which has on file copies of the insurance and licenses of all contractors working on site? Do you induct all staff and team members in manual handling techniques? Do you have an Emergency Evacuation Plan? Is it visible to all staff? | | | | <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> |
| Fire Equipment Is your fire safety equipment inspected and documented every 6 months? Are staff & team members trained and inducted on how to react in case of fire? | | | | |
| Waste Are all workshop drains including all washing / detailing undertaken or diverted to an area/bay that has a triple interceptor or under a trade waste agreement? <i>If Trade Waste Agreement, attach permit from local authority.</i> Do you dispose/recycle cardboard and paper through a licensed contractor? Do you dispose/recycle bumper bars and plastic through a licensed contractor? Do you dispose/recycle glass through a licensed contractor? Do you dispose/recycle of metal / steel / aluminium through a licensed contractor? Do you dispose/recycle headlights through a licensed contractor? Are all thinners and chemical waste (fluids, coolants, paints and residues) disposed/recycled through a licensed contractor to a licensed waste facility? Do you as far as reasonably practicable contain waste so that it does not enter the environment or storm water? Are all used rags containing chemical residue stored and disposed of in a manner to reduce risk of contamination or fire? Do you have spill kits? Are team members inducted to use spill kits? Are all removed batteries and radiators stored in a bunded area? | | | | |

| | | | | |
|---|--|--|--|--|
| Chemicals Are all chemicals housed in a concrete bunded area, making safe for spills or fire? Do you have a chemical register including approximate maximum quantities kept on site? Do you have procedures or Safe Work Methods Statements (SWMS) for the safe handling of chemicals? Do you induct all staff & team members on the safe handling of chemicals? | | | | |
| Energy Do you use energy efficient lighting and globes in more than 70% of areas? Do you have zoned lighting? Do you have solar energy? Do you turn off air compressors and other equipment when not in use? Are computers, office equipment and lights turned off when not in use? Is all electrical work carried out by a licensed contractor? Are lockout quarantine areas used to prevent accidents? Is testing carried out at regular intervals? (test & tag) | | | | |
| Ventilation Do you use dustless sanders? Do you have a workshop extraction system? Are all Booths serviced and documented as per manufacturers specifications? Are all Booth filters changed and documented as per manufacturers specifications? Are all air lines serviced and documented as per manufacturers specifications? Is enough ventilation provided to remove exhaust gases and other emissions? | | | | |
| Equipment Is all PPE including air masks checked, replaced & listed in a register as required? Do you have an Electrical equipment and tool register? Do you have a maintenance register? Do you use high pressure washers? | | | | |

| CUSTOMER FACILITIES | YES | NO |
|---|-----|----|
| Collision Repair Facilities must meet all criteria in the following sections. <ul style="list-style-type: none"> Customer Facilities | | |
| Parking facilities for customers must be off street or main roads The premises and surrounding areas must be neat and well maintained A comfortable noise level is maintained in all customer areas Clean Clean and easily accessible toilets Customers are unable to enter restricted or dangerous areas Safe and secure storage of vehicles | | |
| Must Provide undercover option for vehicle pick-up and quoting area | | |
| + Collision Repair Facilities can demonstrate or agree to the following: <ul style="list-style-type: none"> Customers are always greeted and communicated with in a professional manner. Manners and presentation of all employees must be professional at all times Front desk facilities clean, tidy and free of clutter Customer WIFI facilities must be available: Holden customers will be updated on progress a minimum of every 3 days or by agreement Holden customers will be surveyed within 3 days of vehicle delivery (see section M) All Holden vehicles are washed and vacuumed pre-delivery | | |

Section H - Training

Training requirements are subject to change due to business requirements. It is at Holden's sole discretion to determine the training requirements acceptable for program criteria. In the event of a change in training requirements, a Collision Repair Facility will be given advanced notice of the upcoming change(s) and provided with a realistic timeline to meet the new requirements to continue their compliant status.

I-Car Australia

I-CAR Australia was launched in 2006. Their focus is on providing Post Qualification skills enhancement, education, training and information to the entire collision repair industry. I-CAR develop and deliver technical training programs covering all areas of the collision industry. Delivery methods include live classroom experiences, hands on certification programs as well as online virtual courses to fit busy schedules.

Holden Certified Collision Repair Program Participation Application and Agreement

The list below provides an overview of training requirements. Each participating shop will be expected to have the necessary number and type of technicians suitably qualified and properly trained for collision repairs.

Holden Certified Collision Repair Program Training Requirements consist of the following:

- “Holden Gold Class Training” specifically developed by I-CAR Australia & Holden.
- Mandatory Holden seminars, forums and conferences.

Repair Facilities who have registered/commenced their “Holden Road to Gold Training” at the time of application, are eligible to apply but must comply with the following conditions.

- Holden Gold Class status must be attained within 12 months of application into this program.
- Repair Facilities agree to provide team member information required for I-Car verification.
- I-Car Australia training plans must be adhered to and will be checked each quarter.
 - Before acceptance into the Holden Certified Collision Repair Program, your first quarter of I-CAR training courses must be Fully Booked. (Program Administrator will confirm this with I-CAR)
 - Failure to adhere to the I-CAR training plans may result in removal from this program due to non-compliance.
 - These will be checked each quarter.

Holden

It will be mandatory for approved Holden Certified Collision Repairers to be represented at all Holden seminars, forums and conferences as scheduled throughout the year.

I understand and agree to adhere to the Holden & I-CAR Training as listed above.

Name: _____ **Signed:**

Date:

Section I -Holden Workshop Criteria.

Safe Operating Procedures for equipment, documented Processes and Housekeeping are displayed in appropriate work areas.

Program requirements are subject to change. In the event of a change in requirements, a Collision Repair Facility will be given advanced notice of the upcoming change(s) and provided with a realistic timeline to meet the new requirements to continue their compliant status.

| WORKSHOP CRITERIA | YES | NO |
|---|-----|----|
| <p>Collision Repair Facilities must meet all criteria in the following sections.</p> <ul style="list-style-type: none"> • Parts • General Criteria - where any equipment is listed. • Workshop Equipment. • Premises. • Refinish. <p>(Excludes Administration & Customer facilities)</p> | | |
| Power Supply is sufficient to enable <u>all</u> Equipment to operate at maximum efficiency. | | |
| <p>Parts</p> <p>Documented process for parts department including credits on display in the parts department.</p> <p>Collision Repair Facilities can demonstrate or agree to the following:</p> <ul style="list-style-type: none"> • The facility provides a dedicated parts storage area for new and removed Holden parts. Holden parts are marked with job number and stored appropriately. • No parts are stored in Holden vehicles • Ability to identify reason for credits and report on this. | | |
| <p>Repair Rapid Repair (R) Structural Repair (SR)</p> <p>Have a documented Repair Shop Process including Housekeeping displayed</p> <ul style="list-style-type: none"> • All interior components, glass and trim covered/protected from damage incl. dust. • Panel staff use dust extraction equipment Fixed or Portable • All vehicle measuring equipment and software are up to date (SR) | | |

| | | |
|---|--|--|
| <ul style="list-style-type: none"> • Holden vehicle measurements taken prior to and after carrying out work and recorded in job file. (SR) • Genuine Holden Repair Procedures have been followed as documented, and recorded in job file • Pre and Post scan of Holden vehicles (Adherence to published Holden Position Statement) • Sufficient lighting to cope with normal and predictable circumstances (artificial lighting). | | |
| <p>Refinish</p> <p>Have documented Paint Shop Process including Housekeeping displayed</p> <ul style="list-style-type: none"> • Dustless sanding or extraction units are being used Fixed or Portable • Preparation area set aside from booths. • Ventilated and secured paint mixing room • Ventilated and filtered Spray Booth • Bunded storage area • Are all areas well maintained and cleaned regularly • Spray-gun cleaning machine. • Compressed Air purifying equipment • In line breathable air filters as per regulations (attach appropriate State Legislation paperwork) • Provide a copy of the maintenance schedule and last invoice/certificate for all air filters • Booth maintenance as per manufacturers specifications (documented evidence required) • All spraying operations carried out in an extracted area • Electronic tinting machine • Product range and reference material from paint supplier • Access to data reference service from paint supplier. • Material Safety Data Sheets (MSDS) should be made available in hardcopy where it is provided from the supplier or be readily accessible electronically always. (MSDS remain subject to ongoing legislative changes) | | |

| | | |
|---|--|--|
| Asset Maintenance <ul style="list-style-type: none"> • Provide a full asset list of equipment and machinery with maintenance schedule and proof of completion • Lock out / Tag out system and quarantine area for faulty tools and equipment | | |
| Detailing Have documented detailing process including Housekeeping displayed <ul style="list-style-type: none"> • A dedicated detailing area with high pressure cleaner. | | |

Section J - General Tools & Equipment

Program requirements are subject to change. In the event of a change in requirements, a Collision Repair Facility will be given advanced notice of the upcoming change(s) and provided with a realistic timeline to meet the new requirements to continue their compliant status.

Each participating Collision Repair Facility will be expected to have the necessary industry accepted tools required for collision repairs and at least one of the tools listed in each section of the Holden Specific Equipment list.

It is at Holden's sole discretion to determine equivalent equipment vendors & models acceptable for program criteria.

| GENERAL TOOLS & EQUIPMENT CRITERIA | YES | NO |
|---|-----|----|
| Collision Repair Facilities must meet the following equipment criteria. <ul style="list-style-type: none"> • A radiator pressure tester. • One welding screen. • Headlamp alignment tools. • Suitable means of localising sparks (splatter mats or screens), fire blanket. • General cleaning equipment. | | |

Enter the Following Details for your facility:

| Bronze Silica MIG Welder - | |
|------------------------------|----------------|
| Model Name: | Serial Number: |
| | |
| | |

Enter the Following Details for your facility:

| Inverter MAG (Metal Active Gas) Welder - | |
|--|----------------|
| Model Name: | Serial Number: |
| | |
| | |

Enter the Following Details for your facility:

| Hoist - | |
|-------------|----------------|
| Model Name: | Serial Number: |
| | |
| | |

Enter the Following Details for your facility:

| Induction Heater (Not a requirement) - | |
|--|----------------|
| Model Name: | Serial Number: |
| | |
| | |

Section K - Holden Specific Equipment

Resistance Spot Welders (SR)

Holden Certified Collision Repair facilities must have at least one of the resistance spot welders on the list below.

| Product | WEBSITE | Company/Distributor |
|--|--|---|
| CTR12000 | WWW.CAR-O-LINER.COM | CAR-O-LINER |
| CTR9 | WWW.CAR-O-LINER.COM | CAR-O-LINER |
| MULTISPOT MI-100control | WWW.ELEKTRON-BREMEN.DE WWW. GMDESOLUTIONS.COM | Electron-Bremen / Chief / Blitz-Rotary |
| MULTISPOT I-100control T | WWW.ELEKTRON-BREMEN.DE WWW. GMDESOLUTIONS.COM | Electron-Bremen / Chief / Blitz-Rotary |
| MI-200 T | WWW.CHIEF AUTOMOTIVE.COM | Chief (GYS PTI-S7 with IMS batch) |
| GYSPT INVERTER PTI-S7 | WWW.GYSWELDINGUSA.COM | GYS |
| IMS SPOT 14500 TRAFO | www.ims-welding.com | IMS Welding (GYS WITH IMS BATCH) |
| ProSpot i5 | www.prospot.com | PROSPOT |
| Spanesi 14500A | | Spanesi |
| TECNA SPOT 9000 PLUS | | Techna / Cebotech |
| TECNA 3664 Smart-plus | WWW. GMDESOLUTIONS.COM | Techna / Cebotech |
| TELWIN INVERSPOTTER 14000 400V/AQUA SMART | | Telwin/EQUIP AUTOMOTIVE SYSTEMS |
| Invertaspot GT-AUTOMATIC (GM) 400V | | Wieländer+schill |
| Invertaspot GT-AUTOMATIC (GM) 200V | | Wieländer+schill |

Enter the Following Details for your facility:

| Resistance Spot Welder Model Name: | Serial Number: |
|------------------------------------|----------------|
| | |
| | |

MIG Welders

Holden Certified Collision Repair facilities must have at least one of the MIG Welders on the list below.

| PRODUCT | APPLICATIONS | COMPANY / DISTRIBUTOR |
|-----------------------------------|----------------------------------|-----------------------|
| AUTOMIG 273I | SYNERGIC & PULSE, 1 MIG TORCHES. | CAR-O-LINER |
| AUTOMIG 273I DUO | SYNERGIC & PULSE, 2 MIG TORCHES. | CAR-O-LINER |
| CM13000II | SYNERGIC & PULSE, 1 MIG TORCHES. | CAR-O-LINER |
| MULTI MIG 511 | SYNERGIC & PULSE, 1 MIG TORCHES. | ELECTRON/CHIEF |
| MULTI MIG 522 | SYNERGIC & PULSE, 2 MIG TORCHES. | ELECTRON/CHIEF |
| T3 GYS AUTO | SYNERGIC, 2 TORCHES. | GYS |
| SP-5 | SYNERGIC & PULSE, 3 MIG TORCHES. | PROSPOT |
| SP-1 | SYNERGIC & PULSE, 1 MIG TORCHES. | PROSPOT |
| SP-2 | SYNERGIC & PULSE, 2 MIG TORCHES. | PROSPOT |
| MIDI - MIG 300/800 | SYNERGIC & PULSE, 1 MIG TORCHES. | ELMATECH |
| TPS2700 4R/E | SYNERGIC & PULSE, 1 MIG TORCHES. | FRONIUS |
| Kempact™ Pulse 2800 Automotive | SYNERGIC & PULSE, 1 MIG TORCHES. | KEMPPi |
| Flex 330 | SYNERGIC & PULSE, 1 MIG TORCHES. | MIGATRONIC |
| InvertaPuls IP 10 Digital | SYNERGIC & PULSE, 1 MIG TORCHES. | WIELÄNDER & SCHILL |

Enter the Following Details for your facility:

| MIG Welder Model Name: | Serial Number: |
|------------------------|----------------|
| | |
| | |

Rivet Equipment

Holden Certified Collision Repair Facilities must have at least one of the rivet tools listed below.

| Product | Applications | Company/Distributor |
|---------------------|---------------------------------|-----------------------|
| MAX DUTY FLEX TRIO | BLIND RIVET, RIV NUTS AND STUDS | AVAK/GMDE |
| AVDEL G4 | BLIND RIVET | AVDEL/STANLEY/TEXTRON |
| TAURUS 3 OR 4 | BLIND RIVET | GESIPA |
| HN 2 | BLIND RIVET | GESIPA |
| SN 2 | BLIND RIVET | GESIPA |
| POWER BIRD GOLD | BLIND RIVET | GESIPA |
| POWER BIRD PRO GOLD | BLIND RIVET | GESIPA |
| PH2000 | BLIND RIVET | GESIPA |

| Rivet Equipment Model Name: | Serial Number: |
|-----------------------------|----------------|
| | |
| | |

Vehicle Measuring Equipment - Structural Repairs

If structural repairs are being carried out; the Holden Certified Collision Repair Facilities must have a 3-dimensional measuring equipment.

| 3-Dimensional Measuring Equipment Model | |
|---|----------------|
| Name: | Serial Number: |
| | |
| | |

Scan Tool - Model Information

Holden Certified Collision Repair Facilities must have:

| Product | WEBSITE | Company/Distributor |
|-------------|--------------------------|---------------------|
| BOSCH MDI 2 | www.boschdiagnostics.com | BOSCH |

*If you do not have this Scan Tool, please email for member pricing holdennetwork@iss-solutions.com.au

Enter the Following Details for your facility:

| Scan Tool | |
|-------------|----------------|
| Model Name: | Serial Number: |
| BOSCH MDI 2 | |

Subscription to GM/Holden diagnostic *please see published Holden Position Statement for further details. GDS2 is the diagnostic software and Tech2/Tech2Win diagnostic software updates. GDS2 is the minimum required.

Subscription options and information can be found at www.acdelcotds.com

Please provide a copy or evidence of the following with your application/agreement form.

Work Health and Safety program (this can be either a documented or electronic program)

A copy of your adherence to an Environmental Policy that complies with current State Legislation

Bonded Glass - a copy of the appropriate licence (if you complete this work) or a copy of an invoice from a Bonded Glass licenced company

Refrigerant handling - a copy of the license or a copy of an invoice from the licensed air conditioning company that you use

A copy of your documented process on how you dispose of your solvents - If you use a disposal company, a copy of an invoice or contract

Manufacturers specifications on Booth Maintenance and a copy of the maintenance schedule including the last time the filters were changed (copy of invoice for filter change)

Copy of last air quality test

PPE register (copy of last page or 2)

An example of your parts management system, including purchasing, receiving and crediting

***Next Steps:**

We will obtain confirmation of your I-Car Gold Class status or registration/booking of first quarters training plan before proceeding.

We need to see all equipment that is listed on your Holden application/agreement. If your application proceeds, please make sure they are available.

Section L - Holden Specific Repair Processing Requirements

Collision Repair Facilities: Holden Specific Repair Processing Requirements are subject to change. In the event of a change in repair processing requirements, a collision repair facility will be given advanced notice of the upcoming change(s) and provided with a realistic timeline to meet the new requirements to continue their compliant status. The list below provides an overview of the repair processing requirements. Each participating collision repair facility will be expected to have the necessary processes and procedures in place for collision repairs.

Holden Certified Collision Repair facilities agree to abide by the following Repair Processing Requirements.

- Must only use Genuine Holden Repair Procedures for repairs to Holden vehicles.
- Must be able to provide Safe Operating Procedures (SOPS) for all machinery used in the repair process.
- Must use Genuine Holden Parts purchased from the Holden Dealer Network for 100% of repairs to all Holden Vehicles (please see Genuine Holden Parts Statement).
- Adherence to published Holden Position Statements and documentation filed in job file.
- Must send all calibrations and programming to an authorised Holden Dealer.
- Must carry out final quality inspections and test drives of vehicles before hand over to Holden Customers.
- Must immediately report any Holden quality issues to Holden.
- Must ensure repaired vehicles are returned to customers in a pre-accident condition.
- Provide the administrator of this program with weekly reports.
 - Report Details include but are not limited to the following.

| | | |
|--------------------|------------------|---|
| VIN | RO Number | Damage Description |
| Vehicle Brand | RO Year | Part Description |
| Model Name | RO Month | Part Number Used |
| Job # | RO Closed Date | Part QTY |
| Model Year | Labour Hours | Parts Supplier |
| Retail Date | Labour Rate | Insurance Claim Number |
| Odometer | Labour Cost | Customer Contact number |
| Sublet | Customer Name | Insurance Company |
| Sublet Description | Customer Address | Repair Procedure/s followed during vehicle repair |

Section M - Holden Customer Net Promoter Score (NPS)

Certified Collision Repair Facilities within the program will be measured using a Customer Net Promoter Score (NPS). This score will be subject to change.

The Program Administrator will manage the Customer NPS Program and will monitor customer satisfaction on completion of repairs. Additionally, Holden will carry out surveys to their customers from time to time.

Certified Collision Repair Facilities are expected to maintain a Net Promoter Score of **47.6%**

The Net Promoter Score is subject to change. In the event of a change, Collision Repair Facilities will be given advanced notice of the upcoming change(s) and provided with a realistic timeline to meet the new requirements to continue their compliant status.

- Minimum Customer Satisfaction score must not fall below **47.6%**

Section N - Body Shop Auditing

Auditing requirements are subject to change. In the event of a change in auditing requirements, a Collision Repair Facility will be given advanced notice of the upcoming change(s) and provided with a realistic timeline to meet the new requirements to continue their compliant status.

Auditors will review each section of this document to confirm compliance with the Holden Certified Collision Repair Program.

It is at the Program Administrator's sole discretion to determine the auditing requirements acceptable for program criteria and can at any time without prior notice, conduct a spot inspection and/or audit to verify compliance required by Holden in terms of this agreement.

Should a Collision Repair Facility become non-compliant in terms of the criteria required for membership of the network or be in breach of any of the terms and conditions of this agreement, and the Collision Repair Facility fails to make necessary corrections to return to a compliant status, or to satisfy any breach, within a period of 2 calendar months they will be removed from the program without refund.

Non-compliance issues will be addressed on an individual basis. If the non-compliance is of a serious nature, such that it could be deemed harmful to the brand or reputation of Holden or the Program Administrator, it could result in immediate removal from the Holden Certified Collision Repairer program.

The Program Administrator will determine whether any non-compliance issue is of sufficient nature to warrant removal from the Holden Certified Collision Repair program.

All notices regarding non-compliance issues, including removal from the program will be issued in writing.

Section O - Payment information

| | |
|---------------------------|-----|
| Company Name: | |
| Holden Trade Club Number: | |
| Contact: | Ph: |
| Accounts email address: | |

Payment Options:

Application fee \$500.00 + GST

Direct Deposit

Credit Card

Cheque

| |
|---|
| Direct Deposit: |
| National Australia Bank |
| Account Name: CarTrek Australia T/A ISS First Response |
| BSB: 083893 |
| Account: 578630682 |
| Holden Trade Club number to be used as reference |
| Transaction ID: |
| Credit Card: |
| Credit Card Type: Visa MasterCard |
| Credit Card Account: |
| Credit Card Expiration Date (mm/yy): / |
| CCV: |
| Name as it Appears on Credit Card: |
| Payment Amount: \$ |
| Cardholder Signature: |
| Date: |
| Cheque: |
| Cheque to be made payable to: ISS First Response |
| Mailing address: 10-14 Tower Court, Noble Park VIC 3174 |
| <i>If paying by cheque, please attach this form.</i> |

Section P - Collision Repair Facility Agreement

Acknowledgement Agreement

This agreement does not establish, imply or infer, and neither party will allege or claim that this agreement establishes, any franchise relationship, relationship of agency, joint venture, partnership or employment between the Collision Repair Facility and Holden or the Program Administrator, ISS First Response.

I understand the annual membership fee will be collected via Invoice at the time my membership application is accepted. The application fee is **refundable** only if the Collision Repair Facility does not reach the site inspection stage of the program. Acceptance into the program is conditional upon meeting all program requirements as per program guidelines and is at the absolute discretion of the Program Administrator.

The Collision Repair Facility indemnifies Holden and the Network Administrator, and holds them harmless against all claims, demands, actions, proceedings, loss, expense or damage (including loss of profit or any other special damage or direct or indirect consequential loss or damage) arising out of, or in connection with:

- Repair works carried out by the Collision Repair Facility
- The operation of the Collision Repair Facility as a Holden Certified Collision Repairer
- Any act or omission by the Collision Repair Facility
- Any non-compliance by the Collision Repair Facility.

Upon cessation of this agreement, the Collision Repair Facility will no longer be a Holden Certified Collision Repairer and will immediately cease using all marketing templates and all Holden branded marketing materials related to this program, remove any acknowledgement of being a Holden Certified Collision Repairer and return Holden plaque to Program Administrator.

Section P (cont.) - Collision Repair Facility Agreement

I have read and agree to meet all the requirements to participate in the Holden Certified Collision Repair Network.

These requirements include:

- All required Holden tools including Scan Tool & ACDelcoTDS subscription
- Adherence to published Holden Position Statements
- Genuine Holden Repair Procedures used for all repairs
- Genuine Parts usage - See published Holden Position Statement on definition of Genuine Parts
- I-CAR Holden Gold Class or registered Holden Road to Gold with first quarter of issued training plan booked. Must be Holden Gold Class in 12 months.

| | | |
|---|--------|------------|
| Collision Repair Facility Name: | | |
| Business Address: | | |
| City: | State: | Post Code: |
| Shop Contact Person: | | Email: |
| Telephone: | | Fax: |
| Shop Owner or Authorised Representative Print Name: | | |
| Shop Owner or Authorised Representative Signature: | | |
| Date: | | |

Collision Repair Facilities electing to participate in the Holden Certified program should complete this enrollment form.

- Attach copies of documents requested.
- Provide evidence supporting customer satisfaction.

Documents should be emailed to: holdennetwork@iss-solutions.com.au