



# 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.

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## Introduction

Welcome to the “Holden Certified Collision Repairer Program” which GM Holden Australia NSC Ltd (which will be referred to as 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 which wishes to deal exclusively with the Holden brand will not be approved for membership of the program. Repairers 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](http://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 free repair procedures 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 GM/Holden customer vehicles.

This includes:

- Adherence to GM/Holden Position Statement on DTC Scanning (please refer to locally released Position Statement which can be found on [Holden Trade Club](#) or [I-CAR](#) websites)
- Follow GM/Holden approved Repair Procedures including locally released Position Statements
- Genuine Holden parts usage at all times

These are non-negotiable and will be audited. Printouts of scanning and repair methods need to be kept with the job file.

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 and will not be moved up the list.
- 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 along with the criteria listed in the Australian Motor Body Repairers Association (AMBRA) shop grading program categories 1 or 2 depending on the category which applies to your Collision Repair Facility (see Section D - Next Steps for information about downloading the AMBRA requirements).

Upon acceptance into the program, the Collision Repair Facility will, at all times 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

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 smash repairs to Holden vehicles in terms of this agreement and for no other business, operations or purpose.
- Collision Repair Facility can only use the 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.

\*Please note that this program does not guarantee volume.

### 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](http://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 (2<sup>nd</sup> 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. Download the Australian Motor Body Repairers Association (AMBRA) National Shop Grading Program guide at the following link -  
<https://www.ambra.org.au/shop-grading>
  - a. Download the PDF.
2. Choose either of the following categories.
  - a. Category 1 - Non-Structural Collision Repairs.
  - b. Category 2 - Structural Collision Repairs.
3. Complete each section of the chosen AMBRA shop grading program category **excluding** the training. In addition to this, please refer to and complete the Holden specific requirements listed in this document.
4. Once you have completed the AMBRA and 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
5. I-Car Gold Class **or** registered in the Holden "Road to Gold" program.  
Register at I-Car -to undertake the Holden Road to Gold Training - the training plan provided **must** be adhered to or it could result in removal from the Holden program.  
<http://i-car.com.au/manufacturer/holden/>
6. Green Stamp Level 3 Accreditation (or equivalent)
7. Pay \$500.00 + GST application fee.
8. When completed, please email all documents to:  
[holdennetwork@iss-solutions.com.au](mailto: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 \$8,000 or greater for each month, during the previous 12 months.
  - Genuine Holden Collision parts = \$8,000 per month                      YES                      NO
    - Program Administrator will use Holden Trade Club reports to verify
- I-Car Gold Class or on the “Road to Gold”
- Ability to demonstrate a history of customer satisfaction.

Collision Repair Facility Name:		
Business Address:		
City:	State:	Post Code:
Shop Contact Person:		Email:
Telephone:		Fax:
Shop Owner Print Name:		
Shop Manager Print Name:		
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>		
AMBRA Category (please select the category that applies for your facility) Category 1 - NON-Structural Vehicle Repairs Category 2 - Structural Vehicle Repairs		

Section G - AMBRA Categories 1 & 2 plus Holden Additions for General Business, Administration & Customer Facilities Criteria

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. The list below provides an overview of the AMBRA categories 1 & 2 plus Holden additions for General Business, Administration and Premises Criteria.

GENERAL BUSINESS & ADMINISTRATION CRITERIA	YES	NO
<p>Collision Repair Facilities must meet all criteria in the following sections on the AMBRA National Shop Grading Program, categories 1 &amp; 2.</p> <ul style="list-style-type: none"> <li>• General Criteria. (Exclude Training requirements; refer to section C - Training of this document).</li> <li>• Security.</li> <li>• Administration.</li> <li>• <b>Plus,</b> the Holden Specific criteria in the following rows</li> </ul>		
<ul style="list-style-type: none"> <li>• Bodyshop Management System (BMS) must be capable of quoting, invoicing, record retention, data backup and weekly/monthly reporting to Holden.</li> <li>• Name of BMS system _____</li> </ul>		
<ul style="list-style-type: none"> <li>• A privacy statement must be shown to all customers informing them how information will be shared with the Program Administrators &amp; Holden.</li> </ul>		
<ul style="list-style-type: none"> <li>• Holden Certification requires that all Holden work is provided with a lifetime Warranty by the Collision Repair Facility.</li> </ul>		
<p>Collision Repair Facilities can demonstrate or agree to the following for Holden repairs:</p> <ul style="list-style-type: none"> <li>• Complete a 'pre-inspection sheet' / check in sheet - Signed by Customer referring to a privacy statement indicating they will share information with Holden.</li> <li>• Complete a detailed final quality predelivery check list.</li> <li>• Protects customers vehicle interior with floor covers and seat covers, does not store parts in vehicles.</li> <li>• Agree to use the Holden Dealer network for factory resets and calibrations unless on site Holden verified equipment is available.</li> <li>• All essential documents are assembled into a job file or equivalent physical or digital file.</li> <li>• Workplace is free of material that some would consider inappropriate?</li> </ul>		

CUSTOMER FACILITIES	YES	NO
Collision Repair Facilities must meet all criteria in the following sections on the AMBRA National Shop Grading Program, categories 1 & 2. <ul style="list-style-type: none"> <li>• Customer Facilities</li> </ul>		
Customer WIFI facilities must be available		
Must Provide undercover pick-up and quoting area		
Collision Repair Facilities can demonstrate or agree to the following: <ul style="list-style-type: none"> <li>• Customers are greeted and communicated with in a professional manner.</li> <li>• All Holden vehicles are washed and vacuumed pre-delivery</li> <li>• Front desk facilities clean &amp; tidy fitting of a Holden Certified Collision Repairer</li> <li>• Holden customers will be updated on progress a minimum of every 3 days or by agreement</li> <li>• Holden customers will be surveyed within 3 days of vehicle delivery (see section M)</li> </ul>		

### 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.

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

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

- Mandatory Holden seminars, forums and conferences.
- “Holden Gold Class Training” specifically developed by I-CAR Australia & Holden or equivalent.
- Repair Facilities who have commenced their “Holden Gold Class 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.
  - Failure to adhere to the I-CAR training plans may result in removal from this program due to non-compliance.

### 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-Car Australia

I-CAR Australia was launched in Australia 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.

The training requirements listed on the AMBRA National Shop Grading Program are **NOT applicable** to this program <http://i-car.com.au/manufacture/holden/>.

Section I - AMBRA Categories 1 & 2 [plus](#) Holden Additions for Workshop Criteria

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. The list below provides an overview of the AMBRA categories 1 & 2 plus Holden additions of the elements required in the workshop.

WORKSHOP CRITERIA	YES	NO
<p>Collision Repair Facilities must meet all criteria in the following sections on the AMBRA National Shop Grading Program, categories 1 &amp; 2.</p> <ul style="list-style-type: none"> <li>• General Criteria - where any equipment is listed.</li> <li>• Workshop Equipment.</li> <li>• Premises.</li> <li>• Refinish. (Excludes Administration &amp; Customer facilities)</li> <li>• Parts Receiving Area</li> <li>• <u>Plus</u>, the Holden specific criteria in the following rows.</li> </ul>		
<p>Is your workplace free of material that some would consider inappropriate?</p>		
<p>Power Supply is sufficient to enable all Equipment to operate at maximum efficiency.</p>		
<p><b>Parts</b> A designated parts area is required for both categories. Collision Repair Facilities can demonstrate or agree to the following:</p> <ul style="list-style-type: none"> <li>• The facility provides a dedicated parts storage area for new and removed Holden parts. Holden parts are marked with job number and stored appropriately.</li> <li>• No parts are stored in Holden vehicles</li> <li>• Will have a documented process for parts department including credits, and have the ability to identify reason for credit and report on this.</li> </ul>		

<p><b>Repair</b></p> <ul style="list-style-type: none"> <li>• All interior components, glass and trim covered/protected from damage incl. dust.</li> <li>• Panel staff use dust extraction equipment</li> <li>• All vehicle measuring equipment and software are up to date</li> <li>• Holden vehicle measurements are taken prior to and after carrying out work and recorded in job file.</li> <li>• Holden Manufacturers Specifications have been followed as documented and recorded in job file (copy of specifications in file)</li> </ul>		
<p><b>Refinish</b></p> <ul style="list-style-type: none"> <li>• All spraying operations carried out in an extracted area</li> <li>• Ability to provide a copy of the maintenance schedule for all air filters</li> <li>• Dustless sanding or extraction units are being used</li> </ul>		

[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. The list below provides an overview of the AMBRA categories 1 & 2 plus Holden additions of the critical tools required.

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
<p>Collision Repair Facilities must meet all equipment criteria in the following sections of the AMBRA National Shop Grading Program, categories 1 &amp; 2.</p> <ul style="list-style-type: none"> <li>• General Criteria - where any equipment is listed.</li> <li>• Workshop Equipment.</li> <li>• Refinish. (Excludes Administration &amp; Customer facilities)</li> <li>• <u>Plus</u>, the Holden specific equipment.</li> </ul>		

**Bronze Silica | MIG Welder - Model Information**

Enter the Following Details for your facility:

Bronze Silica   MIG Welder - Model Name:	Serial Number:

**Scan Tool - Model Information**

Product	WEBSITE	Company/Distributor
BOSCH MDI	www.boschdiagnostics.com	BOSCH

Enter the Following Details for your facility:

Scan Tool Model Name:	Serial Number:

Subscription to GM/Holden diagnostic [www.acdelcotds.com](http://www.acdelcotds.com) please see local position statement for further details.

Section K - Holden Specific Equipment

**Resistance Spot Welders**

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
MI-200 T	WWW.CHIEF AUTOMOTIVE.COM	Chief (GYS PTI-S7 with IMS batch)
MULTISPOT MI-100control	WWW.ELEKTRON- BREMEN.DE WWW. GMDESOLUTIONS.COM	Electron-Bremen / Chief / Blitz-Rotary
MULTISPOT MI-100control T	WWW.ELEKTRON- BREMEN.DE WWW. GMDESOLUTIONS.COM	Electron-Bremen / Chief / Blitz-Rotary
GYS POT INVERTER PTI-S7	WWW.GYSWELDINGUSA.CO M	GYS
IMS SPOT 14500 TRAF0	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

Enter the Following Details for your facility:

Resistance Spot 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:

## 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. It is at Holden's sole discretion to determine the requirements acceptable for program criteria.

- Must only use GM Holden Approved Repair Procedures for repairs to Holden vehicles.
- Must be able to provide Standard Operating Procedures (SOPS) for each stage of Vehicle Repair.
- Must use Genuine Holden Collision Parts purchased from the Holden Dealer Network for 100% of repairs to all Holden Vehicles.
- Pre and Post Repair Scans and Calibrations completed
- Must have an approved Holden scan tool that meets Holden requirements (Bosch MDI) with subscription to GM Holden diagnostic program
- Using the GM Holden approved MDI and an ACDelcoTDS subscription; certified repairers can scan for DTC's and clear codes.
- Must send all calibrations and re-programming to an Authorised Holden Dealership
- Must carry out post repair 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	
Vehicle Brand	RO Year	Part Description
Model Name	RO Month	Part Number Used
Job #	RO Closed Date	Part QTY
Model Year	Labour Hours	Supplier
Retail Date	Labour Rate	Insurance Claim Number
Odometer	Labour Cost	Insurance Assessor
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.

Each participating Collision Repair Facility that completes this Participation Application and Agreement form, will be expected to successfully pass the program requirements audit.

Auditors will review each section of this document and the current AMBRA National Shop Grading Program 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

<b>Direct Deposit:</b>
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:
<b>Credit Card:</b>
Credit Card Type:    Visa            MasterCard
Credit Card Account:
Credit Card Expiration Date (mm/yy):
CCV:
Name as it Appears on Credit Card:
Payment Amount (incl GST): \$
Cardholder Signature:
Date:
<b>Cheque:</b>
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, and remove any acknowledgement of being a Holden Certified Collision Repairer.

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

Adherence to GM Holden approved repair procedures

Adherence to locally released GM Holden Position Statements (which can be found on the [Holden Trade Club](#) or [I-Car](#) websites)

Genuine Holden Parts usage

Strict adherence to I-Car Holden Road to Gold training plan (refer to pages 11 & 12)

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.
- Complete the AMBRA National Shop requirements form that is relevant to your repair facility.
- Provide evidence supporting customer satisfaction.

Documents should be emailed to: [holdennetwork@iss-solutions.com.au](mailto:holdennetwork@iss-solutions.com.au)