

# CRA MEMBER BENEFITS



## **BUSINESS INFORMATION**

### **MEMBERSHIP LIAISON OFFICER**

An annual visit that provides advice and help with best practice.

### **VEHICLE MANUFACTURER NETWORKS**

Holden, Hyundai, Suzuki, Mitsubishi and Mazda authorised repairer networks - applies to CRA Licensed Collision Repairers only. For Panelbeating & Spraypainting category members, Hyundai Repairer - authorised for minor repairs.

### **QA PROGRAMME**

A web based quality assurance system specifically designed for our industry.

### **VEHICLE REPAIR REFERENCE MANUAL**

The purpose of this document (VRRM) is to describe the LTNZ's requirements to our repairers and cover the requirements for repairs.

### **DISPUTES**

We provide a mediation service between repairers and customers.

### **WEBSITE**

This site promotes our industry. Has the ability to locate all members shops with a link to individual members company websites if available, lists the benefits of belonging to the CRA, lists all upcoming industry events, source of helpful forms, documents and information.

### **PROMOTIONAL MATERIAL**

We have a large range of promotional material to help shops advertise their businesses eg. Flags, seat covers, signage, glove box folders.

### **PANELTALK**

We produce a trade magazine specifically for our industry. 'PanelTalk' is published six times a year and covers local and international news and technology within the industry.

### **STRUCTURAL REPAIR CODE OF PRACTICE**

This code of practice has been developed by mutual agreement by the following stakeholders - NZ Transport Agency, Collision Repair Association, Motor Trade Association, Motor Industry Association, Repair Certifiers Association. This initiative was created as a result of the NZTA's VSAG (Vehicle Safety Advisory Group) and their concerns over the safety of in-service structural repairs.

### **CRA GUARANTEE LTD**

This scheme is exclusive to CRA members and for a nominal annual fee, members can offer their customers the added security of our Guarantee.

## **BUSINESS INFORMATION (cont'd)**

### **APPRENTICESHIPS**

We can help you with your apprenticeship training. We have continual contact with MITO and can also offer assistance with assessments.

### **SPONSORED APPRENTICESHIPS**

Members can apply for this scholarship (1 Panel and 1 Paint awarded per year). We will fund the apprenticeship fees and progress mentoring for the duration of the apprenticeship up to 4 years

### **LOBBYING**

National level lobbying is undertaken with Insurance Companies, work providers, government agencies and training providers.

### **WALL PLANNER**

We provide this free of charge to all members annually.

### **FACEBOOK**

CRA has a Facebook page, take a look at it and also share it with your family and friends so we can raise the awareness of CRA within the public - [www.facebook.com/nzcollisionrepairassociation/](http://www.facebook.com/nzcollisionrepairassociation/)

### **RELATIONSHIP BUILDING**

Relationships with industry suppliers and manufacturers is maintained ensuring we are kept continually up to date with all new developments. This is communicated to members through our trade magazine 'PanelTalk'.

### **THE APPROVED 2005 GUIDELINES FOR THE AUTOMOTIVE REFINISHING INDUSTRY (revised 2011)**

Provided to all members to assist in protecting the safety and health of personnel involved in automotive refinishing.

## **BUSINESS NETWORKING / SOCIAL**

### **ANNUAL CONFERENCE**

Provides a high calibre of speakers (local and overseas) and includes presentations on industry, business generic and entertaining/motivational topics.

### **ROADSHOWS**

Brought to the regions (3 times per year) providing educational information.

### **LOCAL EVENTS**

Various events are held including golf days, fishing tournaments, bowling nights, estimating evenings and trade displays.

# **TEMPLATES**

## **HOURLY RATE CALCULATION**

We can help you improve your business systems, a template is available for you to calculate your hourly rate. Free of charge help is available if required.

## **HEALTH & SAFETY PROGRAMME**

This online programme has been specifically designed for our members. It is easy to access and use with plenty of helpful forms and templates.

## **EMPLOYMENT AGREEMENT PACKAGE**

We provide free of charge an Employment Agreement template which includes any on-going updates. Also provided is a Drug and Alcohol Policy template as well as Training Bond agreement templates.

## **ENVIRONMENTAL MANAGEMENT PLAN**

This template has been prepared to assist each company in specifically fulfilling their obligation under the Resource Management Act (RMA) and the Hazardous Substances and New Organisms Act (HSNO).

## **CUSTOMER SURVEY**

We have developed an online customer survey which can be tailor-made for your business.

## **VEHICLE PRE-DELIVERY FORM**

## **VEHICLE PRE-INSPECTION FORM**

## **RELIEF VEHICLE (COURTESY CAR) AGREEMENT**

## **BUYING PRIVILEGES**

### **BUYING GROUP**

Free membership to a buying group offering excellent discounts from many different suppliers.

### **TRAINING**

I-CAR NZ training courses, offering members 15% discount on all courses.

### **FIRST AID AND MENTAL HEALTH**

Discounted training courses and first aid kit supplies.

### **INSURANCE**

Nationwide Insurance Scheme tailored for the Collision Repair Industry.

### **COMPLIANCE**

Hazardous area compliance services.

### **MYSTERY SHOPPER**

Benchmark your customer service standards through Mystery Shopper.

### **WAGES**

Discounted web based payroll services.

### **STAFF HEALTH CHECKS**

Special offer for hearing, lung function and vision checks. Pre-employment and employment exit health checks can be offered.

### **LEGAL ADVICE**

Free 30 minutes of legal advice for an employment matter.

### **ACCOMMODATION**

Discounted nationwide accommodation throughout New Zealand.

### **FUDGE**

Various options available for treat size or gift boxes.

### **AVOIDING BAD DEBTS**

Debt collection services.

### **EFTPOS**

Special rates from a specialist Eftpos terminal provider.

### **HEALTH INSURANCE**

Discounted plans through a major health insurer.

### **VEHICLE LEASING**

Access to preferential offers on leasing vehicles for courtesy cars & general vehicle use.

### **MOBILE PLANS / PHONES / BROADBAND PACKAGES**

Exclusive discounts available.