

TEAM TALKS (BAR ROOM CHATS)

1. Conferences – Should these become bi-annual as opposed to yearly?

- ◆ Bi Annual – Ask the members and suppliers
- ◆ Bi Annual conference on this scale. In between years have smaller conferences less costly. Regionally based. Perhaps involve members' staff. Off shore definitely an option – Gold Coast, Rarotonga, Fiji, Chatham Islands
- ◆ Annually – consensus. Update of Technology. CRA Points
- ◆ Bi Annual conference could be larger – numbers of attendees. People could place more emphasis if it was every second year. Off shore conferences – maybe 100th anniversary. Mini conferences – 10 years ago over 2 days, were good value! Specific to branches! Expansion of roadshow? Canterbury holds a mini conference? Conference represents significant networking opportunities which is invaluable
- ◆ Less exhibitors – Large expense and time. Off shore conference – consider. 2 year conference format
- ◆ Conferences Bi Annual. Remits / Road shows
- ◆ Conference builds networking – yearly

2. Compliance – Do you all agree that ALL paint shops should have compliant spray booths? What about the cost of compliance with hazardous substances, stationary containers, discharge permits, disposal of trade waste etc.

- ◆ Charge flat fee. CRA to ask all repairers. To collate disposal costs from repairers and create a formula so costs can be on-charged per job
- ◆ Yes all spray booths must be compliant – it's the law
- ◆ Legal obligation – costs need to be built into shop rate – no choice
- ◆ Insurers are pushing to gain compliance with all repairers. There needs to be a level playing field for all applicators. Government needs to be involved to provide action to introduce wider compliance to spray painting industry. All shops/applicator using 2 pot paint should have to be registered. Sale of 2 pot paint products is illegal to no registered business. CRA should submit an industry standard to government
- ◆ Keep it up MLO men
- ◆ Non-aligned Repairers holding back the industry. Risk analysis – Due diligence. Before investment in rates and inflation based systems.

3. Holidays Act – How has this new legislation affected your business and what are some ways that you have figured out that can assist with your workflow planning?

- ◆ A lot of shops need 1 extra staff to cover. Up to the individuals to recover the costs.
- ◆ Take compulsory week during the year. Get guys to have a long weekend eg, Monday to Friday off. Is working less disruption. Good for employees.
- ◆ Spot leave on quiet days. Scheduled leave (at least 2 weeks notice) – process work load accordingly. Costs factored into shop rate. Affects smaller businesses more. Technician pool borrow labour to fill gaps. Group of shops work together to manage staff.
- ◆ CRA has been asked about rates to cover additional holidays. Offer 4 to 5 extra long weekends staggered over the year – alternate days and plan it with staff. 4 term school year – encourage staff to holiday at school holiday time when markets are often quiet.
- ◆ Everyone struggling with 4 weeks holiday. Do we look at other industry models? Kiwisaver – low levels of sign up. No answers!
- ◆ Up to a maximum?
- ◆ Opportunity to split holidays into 2 weeks. Have a Panelbeaters and painter off at same time. Close up 5, day on between 15. Remove long service leave. Pay out extra week as bonus mid year. Use up holidays if additional sick

4. CRA C-CAR Points – Do you agree that this is the way of keeping businesses up to date with the latest technology or ideas. If not – what suggestions would you make to the National Executive to improve the process?

- ◆ Good concept. Need more flexibility on obtaining points from other outside training.
- ◆ Positive comments on road shows, good content and also for points. I-CAR courses on-line will also get points. Co-ordinate I-CAR courses locally. Robert is keen. If numbers are short involve local training organizations.
- ◆ Employee to I-CAR should get point irrespective of being nominated or not. Costs need to be built into hourly rate. Train all staff not just individuals. I-CAR online course 1 points per course. Drag anyone along to road shows to get point. People attend and walk out ½ way through still get point – same happens at conference. Management course via MITO no points under C-CAR scheme
- ◆ There needs to be a broader range of training providers – such as parts or paint suppliers etc. Is there any value in attending conference to achieve points – or should points be more relevant to business training, compliance and work standards etc. Maybe increase number of points to 10, and retain points for conference attendance. Insurers need to support Structural Repair Centres because these shops have made the effort to raise their business to the required standards. Widen the range of workers that can apply/undertake training to earn C-CAR points.
- ◆ C-CAR points for other training systems – application for other training – support evidence to sub committee. Work in progress. Proactive in monitoring SRC shops to maintain their status – get enough points.
- ◆ Largely ok
- ◆ Points should be transferable to the next year for C-CAR points. Recommend I-CAR investigate internet training for remote locations.

5. Structural Repair Centre – Do you agree that ALL SRC's should have inverter welders?

- ◆ Structural Repair Centres should all have welders yes?
- ◆ Could be working on Boron steel need model specific manual to tell what metal. Shops will come on board as time goes on. Relevant to repairs wanting to Boron steel. May disadvantage small shops. Make specialized repairers? Business choice. Pool resources build special trailer share costs. SRC's shouldn't be penalized for not having inverter welder. Remit a year or two too soon.
- ◆ 3 years – more info required
- ◆ Problem with membership. Strong rejection to being forced to purchase inverter welders

6. Do you agree that ALL collision repair technicians who perform welding should have passed a minimum of an I-CAR Steel GMA (MIG) welding qualification?

- ◆ Certified welders a must
- ◆ Anyone who does structural welding should have recognized qualification
- ◆ Yes
- ◆ Yes. Also investigate Bronze & Spot

7. CRA – What do you see the role of the CRA is within the NZ Collision Repair industry and what would you like to see improved on or changed? Or do you feel they are doing a good job and continue as they are?

- ◆ Members need to be more proactive, CRA needs to bring up the level of these repairers. Members need to promote the CRA to their customers to help improve the public to use CRA members.
- ◆ Some members haven't seen a CRA person for 2 years (AKL). SRC shops should be preferred shops to Insurance Companies. Negotiate inflation rates and rates with work providers. Administration cost recovery.
- ◆ Marketing – Use CRA in advertisements – Yellow pages, radio – tag adverts, e-advertising.
- ◆ Providing us as a brand marketing & raise profile. Brand, backing, membership. Logo. Free promo materials to put in cars, eg brochures, flags. Advertising – Daily's on buses. Not enough membership to do effective national campaign. Shops include logo in own ads, business cards etc. Need online ordering of model specific manuals.
- ◆ More lobbying. Structural Repairs getting done where they shouldn't be. Go to LTSA in regards to WOF repairs.
- ◆ Role – provide information. Advisory group between work providers and legislation (govt). Advocates of, improved PanelTalk, bulletins, emails. Conference well run, better than just reading PanelTalk. Code of practice needs revising.
- ◆ Australian IAG speaker offensive. More interactive / Exciting exhibitors. More glovebox folders / literature. Corporate clothing / Merchandise.

8. Rubbish removal – The rising cost of getting rid of old parts, who pays? Is this factored into job costings?

- ◆ Recycling – return on scrap metals, aluminium, plastic, paper, cardboard. Pays \$200 per still increasing because of demand. Not an issue all sorts of initiatives around. Recyclers will pay. Don't pay for rubbish and thinners. Gun wash thinners – Gun wash machines – need to find someone to buy waste thinners.
- ◆ IAG Environmental Audit. Non compliance means IAG will steer work away from non compliant shops. Australian Environmental copy – allow \$6.00 per job for waste disposal. Look to charge for waste disposal for every job that goes through your shop.
- ◆ Plastic bumpers. Non-recyclable items. A levy would be good.

9. Proposed Northland Remit

- ◆ Northland remit for next year to get an independent company to do a recalculation on shop rates yes now!
- ◆ Using eg, Price Waterhouse to provide professional information to assist in negotiations with work providers. Group was in good will agreement to establish professional information to negotiate rates and an inflationary process with work providers. Agreed costs could be circa \$150k. National Exec to spec and cost analysis. Use information ex Aussie example from Richard Nathan.
- ◆ CRA contract (Price Waterhouse) analyse data. = shop hourly rate. Real time real money. Brand profile raised before doing this.
- ◆ No! Take photos of all extra work and claim for extra time/work. Paint companies provide benchmarking tools to establish real shop rates.
- ◆ Most against, do it on a more simple scale! Waikato University for figures.
- ◆ No. Spend the money on education, advertising, brand awareness.