

GOODYEAR AUTOCARE Dalby and Toowoomba BUSINESS CAPABILITY STATEMENT

The Dalby and Toowoomba branches of the national GOODYEAR AUTOCARE network provides high quality, quick turnaround service by a professional team, including:

- Underbody automotive maintenance for light vehicles including 4WDs
 - Tyre fitting
 - Alignments
 - Exhaust systems
 - Suspension
 - Brakes
 - Steering systems
- Light vehicle logbook servicing
- Automotive diagnostics and repairs
- Tyre supply, fitting and repairs for heavy vehicles, agricultural and earthmoving machines. (Service provided in Toowoomba by the Dalby Store)

GOODYEAR AUTOCARE Dalby and Toowoomba have a proven track record of supply and service since 1999 - providing dedicated service levels and advice to minimize costs and maximize efficiency in programmed maintenance and breakdown services. This includes a mobile fleet to service vehicles on-site in the Darling Downs, Surat Basin and South Burnett.

A strong focus on customer service, including a dedicated account manager for larger clients, delivers a responsive, easy to use local service backed by the buying power, supplier network and depth of technical expertise of a national service provider.

GOODYEAR AUTOCARE's services include:

- **Tyre supply, related products, fitting, alignment and tyre repairs in Dalby and Toowoomba:**
 - Supply of tyres and related products ranging from mower tyres to 26.5-25 earthmover tyres (large grader, loaders or moxy).
 - Supply of tyres and related products for car, 4-wheel drives, and trucks.
 - Supply, fitting of and repairs to agricultural tyres.
 - Servicing and repairing of tyres including general maintenance.
 - Wheel alignments, balancing and puncture repairs.



- **Vehicle servicing for light vehicles in Dalby and Toowoomba:**

- Scheduled servicing of cars, 4-wheel drives and light trucks.
- Underbody automotive maintenance and repairs.
- Logbook servicing programmed maintenance and breakdown service.
- Latest diagnostic equipment and vast technical backup to address virtually all automotive maintenance and troubleshooting
- Professional, qualified team.



- **Underbody automotive maintenance for light vehicles in Dalby and Toowoomba:**
 - Replacement of and repairs to powertrain, brake, steering, exhaust and suspension systems.
 - Supply quality mechanical products including Bendix, TRW and ADB brake parts, Monroe suspension parts and Valvoline oils.
- **Major client account management services** including:
 - National billing system for larger clients.
 - Quick response service package with agreed response times.
 - Dedicated account manager support.
- **Service package** to minimize delays and servicing time:
 - All scheduled work is booked in to ensure minimum downtime.
 - Staff understands the value of customers' time - customers are sent a SMS alert when their vehicle is ready.
 - Flexibility and understanding that sometimes life happens and booking in is not possible. For shop work we usually have the staff available to service customers' needs with a minimum of delay.
 - In a field service situation, we give the customer a reasonable idea of when we will arrive.
 - We review customer feedback and value suggestions for service improvement.
- **Quality and professionalism:**
 - Qualified and experienced staff.
 - Ongoing training ensures staff has the most up to date knowledge.
 - Up to date diagnostic equipment.
 - High quality products used by default. The use of quality products results in less down time, and safer operations for our customers due to a significantly lower failure rate.
 - Two fully equipped service vehicles in Dalby store with trained staff enable 24/7 field or on-site service.
 - All products sold come with a Manufacturers Guarantee and Good Year Auto Care Dalby and Toowoomba guarantees its workmanship.

GOODYEAR AUTOCARE services the Surat Basin, Darling Downs and South Burnett area from Kingaroy in the north to Cecil Plains in the south, Jondaryan in the east and the Condamine, Miles and Wandoan areas in the west. The team has also travelled to provide services in areas as far away as Theodore, Gatton and Coulston Lakes.

WORKSHOP EQUIPMENT

GOODYEAR AUTOCARE has a commitment to ongoing technology upgrades to ensure we have up to date workshop equipment and software. Current equipment and resources include:

- Two fully equipped service vehicles available 24/7.
- Workshops are set up to handle fitting of and repairs to most tyres as well as both two wheel and four-wheel alignments.
- Workshops have modern equipment to carry out our specified range of servicing, brake suspension, power train and underbody repairs in-store.
- Workshops have modern diagnostic equipment, and staff trained to use it to enable the diagnoses of most automotive problems.



The company's computer system is based on automotive industry specific software enabling us to:

- Track work done to specific vehicles.
- Produce reports on several criteria including the life of tyres, or service intervals on a particular vehicle.
- Schedule work so that down time is kept to a minimum.
- Send SMS messages to advise appointments, completion of work, etc.
- Keep track of the fastest moving stock lines. Adequate supplies of the most used lines are kept in stock reducing downtime for customers.
- Set up any customers' account to their requirements (e.g. mandatory purchase orders).
- Directly email invoices, credit notes and statements as well as produce a hard copy. Email saves customers' accounts payable departments a great deal of time as invoices are delivered in real time and can be reconciled against order numbers.

EXPERIENCE AND QUALIFICATIONS HELD

Dalby:

- Automotive Mechanic (Light Vehicle)
- Certificate III Light Vehicle Mechanical Technology
- Certificate II Automotive Mechanical (Tyre Fitting Heavy)



Individual team members have up to 20 years hands on experience in the tyre industry, working in shop and in the field with trucks, agricultural machinery, earthmoving machinery, and specialist equipment like mobile cranes etc. Team members have a proven record of being able to identify issues and solve problems in the field.

Individual team members have in excess of 10 years' experience as qualified Light Vehicle mechanics. They have a vast amount of experience particularly in the area of diagnostics on a wide range of vehicle makes and models. This includes working on everything from the older more basic cars to newer sophisticated models with advanced electronics.



Toowoomba:

Individual team members have up to 10 years' experience in the retail tyre sector working on passenger vehicles 4-wheel drives and light trucks. They have a proven record of being able to diagnose and resolve issues relating to tyres and wear patterns. In addition, they have nearly 20 years' experience as qualified Light Vehicle mechanics and have worked on most makes and models including advanced European makes.



CAPACITY

- We operate an account system for approved customers. Our highest credit limit is \$70,000.00 with payment within 30 days of month's end.
- Contracts with most of the fleet management and hire companies:
 - Custom Fleet
 - Lease Plan
 - SG Fleet
 - Fleetplus
 - Fleet Partners
 - Toyota Fleet and others



TRACK RECORD

GOODYEAR AUTOCARE has worked successfully at:

- Tarong North (from site clearing to commissioning).
- Braemar II Power Stations (from site clearing to commissioning).
- Tarong Power Station.
- QGC Kenya (starting from construction of the first pond).
- QGC Ruby Jo (starting from construction of the first pond).
- Arrow Energy's Daandine site.
- Arrow Energy's Tipton site.
- Grassdale Feedlot (during construction).
- Coopers Gap Wind Farm.
- A large number of:
 - Agricultural businesses.
 - National and Local Commercial transport companies.
 - Retail customers.



MANAGEMENT SYSTEMS

As part of the national GOODYEAR AUTOCARE network, the local business has comprehensive safety, quality and risk management systems in place. Some key elements of these systems include the following:

- DRIVING STANDARDS BOOKLET:
 - requirements for our staff when driving.
 - includes a section on when and how to prepare a “Travel Management Plan”.
- INDUCTION BOOKLET:
 - policies in various areas including but not limited to sexual and physical harassment.
 - the safe driving of customers’ vehicles.
 - safety policy.

- **SAFE OPERATING PROCEDURES:**
 - our procedural processes and standards.
 - includes flow charts on how to perform all the tasks executed both in the workshop and in the field.
 - standard Job Risk Analyses forms for all tasks including a section to be filled out for site specific risks.
 - MSD Sheets for all chemicals used in our operations.
 - This document is kept in all service vehicles and in the workshop.

The company presently holds insurance to the amount of \$10,000,000 each

- Public Liability Insurance
- Product Liability Insurance
- Pollution Liability Insurance

We are well aware of the safety requirements that are part of working on large construction projects and have been complying with those requirements since 2005. Our policies and procedures as well as documentation has been subject to on site audit by safety compliance officers from Tier 1 and Principal Contractors as well as by external auditors. We have never been issued with a breach or show cause notice.

NETWORKS

A member of:

- GOODYEAR AUTOCARE Group
- Affiliated with Good Year Dunlop Tyres Australia
 - GOODYEAR AUTOCARE
 - Beurepaires
 - Dunlop Super Dealers
- We can perform work for any other store associated with these organizations. In addition, our customers can have work performed at these outlets.
- MTAQ
- Dalby Chamber of Commerce and Industry
- Toowoomba Chamber of Commerce

CONTACT DETAILS

THE COMPANY

COMPANY Jafbury Pty Ltd t/a GOODYEAR AUTOCARE Dalby & Toowoomba
POSTAL ADDRESS 14 New Street, DALBY QLD 4405
YEAR ESTABLISHED 1983
A.B.N. 97 521 606 764
WEB ADDRESS goodyearautocare.com.au
BUSINESS PRINCIPAL **Jim Charlton** Managing Director
jim@goodyeardalby.com.au
M: 0427 624922

DALBY BRANCH DETAILS

ADDRESS DALBY 14 New Street, DALBY QLD 4405
DALBY CONTACT **Ray Meacle** Branch Manager
DALBY PHONE 07 4662 2165
DALBY email admin@goodyeardalby.com.au

TOOWOOMBA BRANCH DETAILS

ADDRESS TOOWOOMBA 19 Dent Street (Cnr Grange Street) TOOWOOMBA
TOOWOOMBA CONTACT **Lee Harrison**, Branch Manager
TOOWOOMBA PHONE 07 45297455
TOOWOOMBA email admin@goodyeartwb.com.au