

CALIBER

RESTORING THE RHYTHM OF YOUR LIFE

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Caliber Positions for Next Phase of Growth Announces Internal Promotions

Mark Sanders to CEO - Steve Grimshaw to Full Time Executive Chairman

LEWISVILLE, TX - (November 18, 2020) – Caliber, the most trusted automotive service provider of choice in every community they serve, is pleased to announce that Caliber’s current President and Chief Operating Officer, Mark Sanders, will succeed longtime CEO Steve Grimshaw effective January 1, 2021. Steve Grimshaw will move to full time Executive Chairman at this time.

Mark Sanders has spent his entire career in the automotive industry and joined Caliber Collision in 1997 as they expanded their operations into Texas. Mark’s extensive operational knowledge and leadership experience coupled with his commitment to Caliber’s purpose of Restoring the Rhythm of Your Life has allowed him to play a pivotal role in solidifying Caliber’s strong position in the automotive service industry.

As President and COO, Sanders led the growth strategy which expanded Caliber Collision’s footprint throughout the U.S. while also positioning Caliber for the future through the strategic acquisition of other lines of business. He also led the consolidation and alignment of all brands - Caliber Collision, Caliber Auto Care, and Caliber Auto Glass under the Caliber umbrella, priming Caliber for its next phase of growth.

“I started my career in the collision industry 33 years ago as a shop helper. I have been fortunate to work alongside many great mentors and leaders such as my father Joe Sanders and Steve Grimshaw and have been awarded many opportunities to learn and develop throughout my career,” said Sanders. “I learned this business through working in nearly every position in the back and the front of a shop, so I have a unique perspective as I have been in our teammate’s shoes. My goal in the coming years is to continue to develop an experience that inspires every current and future Caliber teammate to reach their full potential through training and development while restoring the rhythm of millions of lives together.”

Caliber plans to name Sanders’ successor in the near-term and is prepared for a smooth transition as the internal candidate assumes their new role.

Steve Grimshaw, who currently serves as Caliber’s CEO, will move to full time Executive Chairman. During Steve’s tenure, the organization grew from 68 locations in two states to more

than 1,200 locations in 34 states across the U.S. Caliber's revenue also increased from \$284 million to \$4 billion.

"I've had the pleasure of working alongside Mark since my very first day at Caliber, and I can't think of anyone better suited or more capable of leading Caliber into its next phase of growth. Caliber's continued success is driven by our purpose of 'Restoring the Rhythm of Your Life.' Our experienced leadership team is committed to serving our teammates and customers and fostering our innovative culture," said Steve Grimshaw. "I am proud to continue being part of the team who plays an integral role in evolving the business and achieving our vision for the Caliber of Tomorrow."

"Mark's leadership has been a critical element of Caliber's exceptional performance over the last two decades and we have tremendous confidence in Mark and his ability to continue strengthen and grow the business over the coming years. Caliber is an outstanding business with a long-run way for growth," said Erik Ragatz, Partner at Hellman & Friedman LLC, Caliber's largest shareholder.

As an automotive service industry leader, the new division of responsibilities positions Caliber for its next evolution of growth and success in achieving its long-term strategic initiatives.

About Caliber

Founded in 1997, the Caliber portfolio of brands has grown to 1,200+ centers nationwide and features a full range of complementary automotive services, including Caliber Collision, the nation's largest auto collision repair provider across 33 states, as well as the broadest network of OEM-certified collision centers in the U.S.; Caliber Auto Care (formerly Service First Automotive, for mechanical repair services and quick oil changes); and Caliber Auto Glass (for repair and replacement).

Caliber was the first to feature a collision national lifetime warranty and today leads the industry in customer service, the latest technology and specialized services such as dedicated Non-Drive facilities and certified, express repair centers.

With the purpose of Restoring the Rhythm of Your Life®, Caliber's 21,500+ teammates are committed to getting 1.5 million customers back on the road safely—and as quickly as possible—every year. Dedicated to providing an outstanding customer experience, Caliber continues to rank among the highest customer satisfaction scores in the industry. Learn more about Caliber at calibercollision.com.

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