

WHAT'S DRIVING US

CALIBER
COLLISION



Q2 2019 // RESTORING THE RHYTHM OF YOUR LIFE®

ABRA AND CALIBER: GROWING TOGETHER

The Caliber family is experiencing a surge of growth and new opportunities. The union of Abra and Caliber has created the broadest geographic coverage in the nation, making us even better equipped to serve our customers, clients, teammates and communities.

RESTORING OUR CUSTOMERS

Our network now includes over 1,000 locations across 37 states, and this year, our 20,000+ teammates will repair more than one million vehicles combined. And by December, we'll have added another 125 locations, each upgraded with new equipment and training.

The new locations help us provide our customers across the country with a full spectrum of repair options, including:

- **Express:** small repairs completed in under 48 hours
- **Non-Drive:** centers with the equipment and training to repair the most heavily damaged vehicles
- **Luxury:** centers with OE certifications and equipment to repair advanced, high-end vehicles

RESTORING OUR TEAMMATES

Having the industry's best-trained, most satisfied teammates starts with ensuring that everyone can restore lives and do their best work every day. It continues with our investment in technical training, like I-CAR, and in empowering our teammates as individuals. As we grow, we'll need more leaders in every market where we do business, providing opportunities for teammates to take the next step in their careers.

RESTORING OUR INDUSTRY

Caliber's vision is to improve the image of the collision repair experience, and it takes satisfied teammates to create satisfied customers. By investing in our people, we've shown time and again that when you feel your work has purpose and have the tools to do your job well, great things happen. It's no wonder 87% of customers would recommend Caliber to their friends and family. (That's a higher rating than Apple, Costco or Nordstrom, by the way.) We're thankful to have you on our team, and our customers are too.

RESTORING OUR COMMUNITIES

Becoming part of the fabric of every community we serve is part of our overall mission. This year, both Caliber and Abra locations participated in the Rhythm Restoration Food Drive, raising more than five million meals for local food banks. Together, we'll also gift more than 100 vehicles this year through Caliber's Recycled Rides™ program.

CALIBER COLLISION

RESTORING THE RHYTHM OF YOUR LIFE®



PLATINUM TRAINING

Every year, Caliber invests more than \$15 million in our teammates to ensure they're the best in the business. With 400 new centers and 5,000 new teammates, personal development training is key to keeping our team Fired Up! There's no better place to ignite your career than our experiential, three-day Platinum Leadership course.

Barbara Lezberg, an Abra GM and one of the first Abra teammates to attend Platinum, found that the training helped her reflect on the many recent changes in her life. "By the end of the first day...you have 40 teammates, mentors and friends with whom you can bond, hug and express yourself."

"We have a lot of great leaders who simply haven't had any formal training on how to be a better, professional leader," says Ty Gammill, Senior Vice President of Talent Development. "We've had GMs tell us 'I didn't think I'd learn anything, but this changed my life and how I run my shop.'"

For Robert Denton, GM at Cherry Hill East, NJ, the training has helped him guide a new shop. "Caliber's training emphasizes understanding what others may be going through and focuses on the big picture, so that we can take advantage of opportunities as they come."

CEC AND PRESIDENT'S CLUB AWARDS

In April, the Caliber Executive Council event in Costa Rica celebrated our best of the best, and two weeks later, Abra's President's Club Awards in Hollywood, Florida celebrated the top 10% producers and the teams that made it all happen.

Our dedicated teammates are the ones who drive us forward, so every year, we aim to recognize and reward our Category Killers in centers around the country.

"I'd send my family and kids to this training any day – it was that impactful for me."

Barbara Lezberg



HITTING THE FIELD WITH OUR HEROES

On April 13th, the 3rd Annual Dallas Cowboys Military Combine, presented by Caliber Collision, packed the house at AT&T Stadium in Arlington, TX. Over 3,700 fans came out to support our military service members as they took on official NFL Combine drills.

The field was lined with more than 30 military support organizations such as 22Kill, USAA and Carry the Load. The overall winners were Sergeant Sarah Haas and Specialist Dylan Crafton, who had the honor of announcing a Dallas Cowboys draft pick during the NFL draft.



AMERICAN HEROES

-vs-

COWBOYS STARS

40-YARD DASH

| | | | |
|--|-----------------|---|-----------------|
|  D. CRAFTON - FORT HOOD | 4.51 sec |  D. PRESCOTT | 4.79 sec |
|--|-----------------|---|-----------------|

VERTICAL JUMP

| | | | |
|---|------------|---|------------|
|  D. WARD - FORT HOOD | 29" |  Z. MARTIN | 28" |
|---|------------|---|------------|

BROAD JUMP

| | | | |
|--|-------------|--|-------------|
|  K. WASHINGTON - SHEPPARD AFB | 116" |  B. JONES | 147" |
|--|-------------|--|-------------|

SHORT SHUTTLE

| | | | |
|---|-----------------|---|-----------------|
|  Q. MCLEOD - FORT HOOD | 4.25 sec |  D. LAWRENCE | 4.31 sec |
|---|-----------------|---|-----------------|

600-YARD SHUTTLE

| | | | |
|--|----------------|--|--|
|  O. GONZALES - SHEPPARD AFB S. GUNDY II - LACKLAND AFB | 105 sec | | |
|--|----------------|--|--|

2 MINUTE PUSH UPS

| | | | |
|--|------------|--|--|
|  J. HOWARD - RANDOLPH AFB | 156 | | |
|--|------------|--|--|

FOLLOW THE LEADER IN COLLISION REPAIR



CALIBER COLLISION



RESTORING THE RHYTHM OF YOUR LIFE[®]

**EVERY YEAR, WE GIVE MORE THAN
100 VEHICLES TO CHANGE THE LIVES
OF THOSE WHO SERVED.**

RECYCLED RIDES[®]

