

SHEEN FLEET TRAINING

JUNE 2025

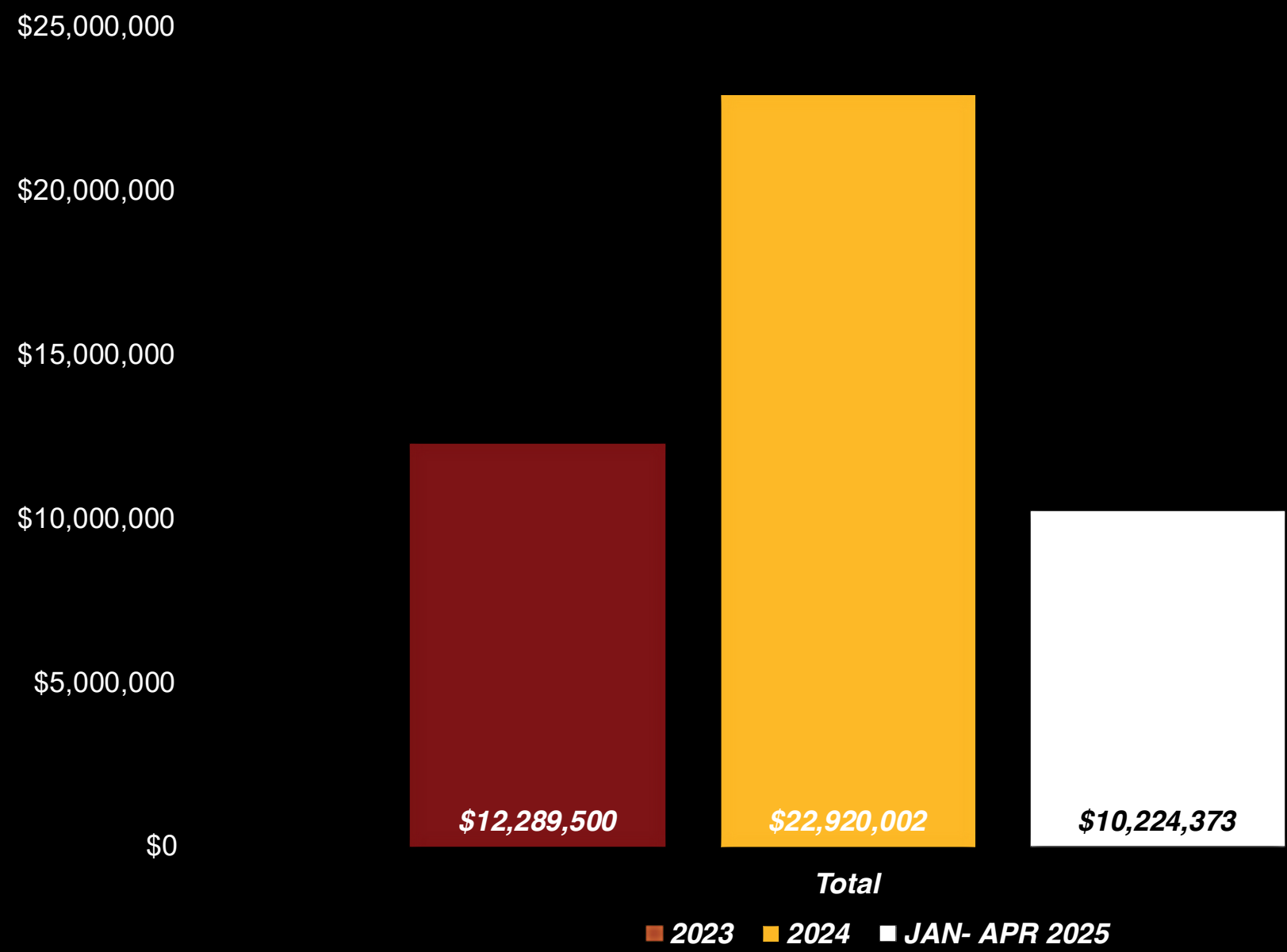


FLEET WORK OVERVIEW

SHEEN FLEET OVERVIEW

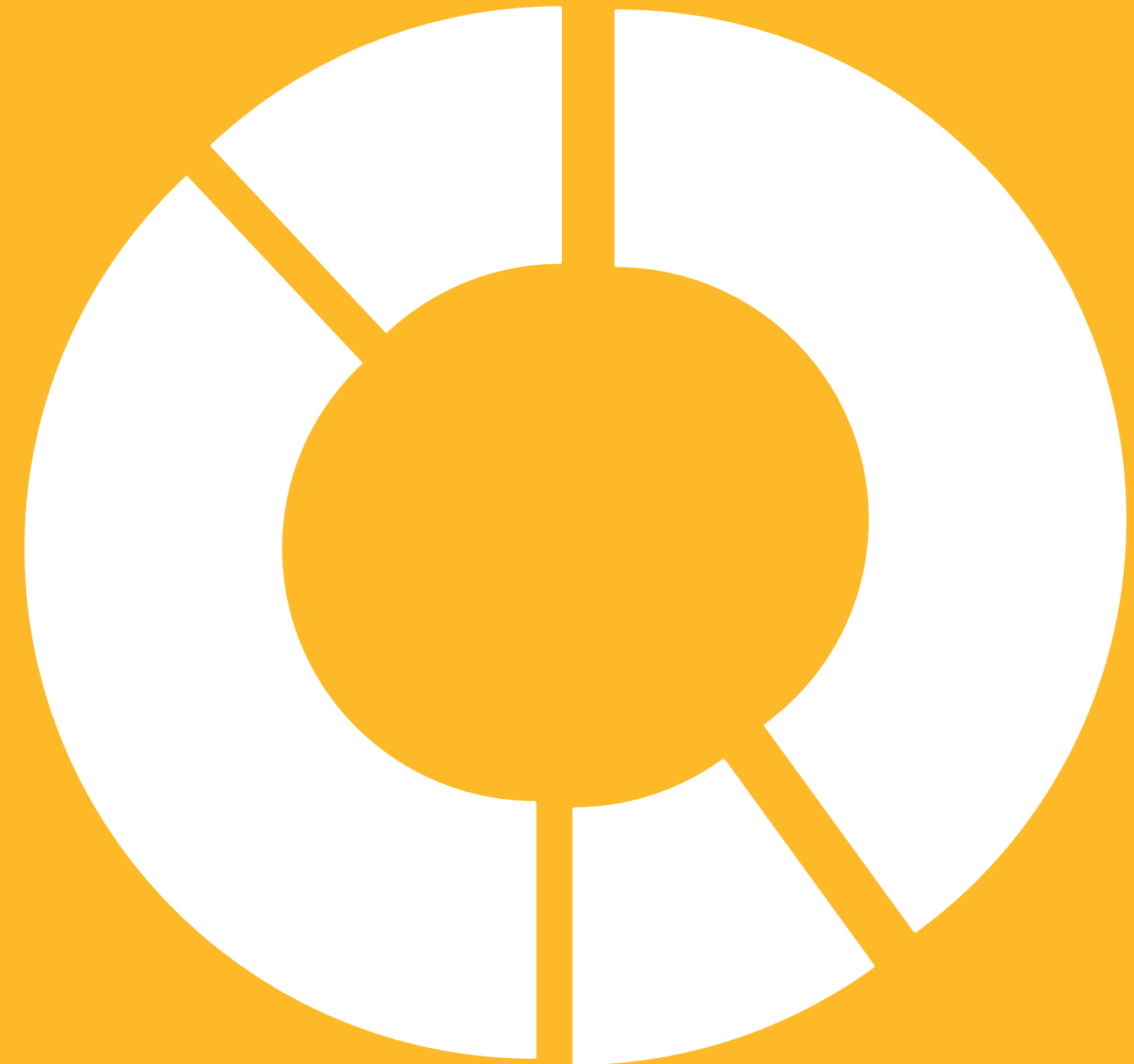
IDENTIFYING GROWTH

SHEEN FLEET NOW REPRESENTS 35% OF JOBS IN YOUR SHOP . THAT'S 1 IN 3 VEHICLES.
IN 2023 THE TOTAL FLEET WAS LESS THAN 15%.
THAT'S 1 IN 8 CARS.



SOURCES OF FLEET WORK

- ***FLEET MANAGEMENT
ORGANISATIONS 40%***
- ***SHEEN FLEET 10%***
- ***LOCAL FLEET 38%***
- ***DEALERSHIPS 12%***



SHEEN FLEET
FLEET
MANAGEMENT
ORGANISATIONS

REFERRER	JOBS	\$ INV	FORECAST
DRIVERCARE	64	\$343,202	\$1.5M
DINGGO	83	\$440,649	\$1.5M
INNOVATION GROUP	256	\$1,597,167	\$5M
CUSTOM FLEET	254	\$1,741,412	\$5M
TOTAL	657	\$4,122,431	\$13M



SHEEN FLEET

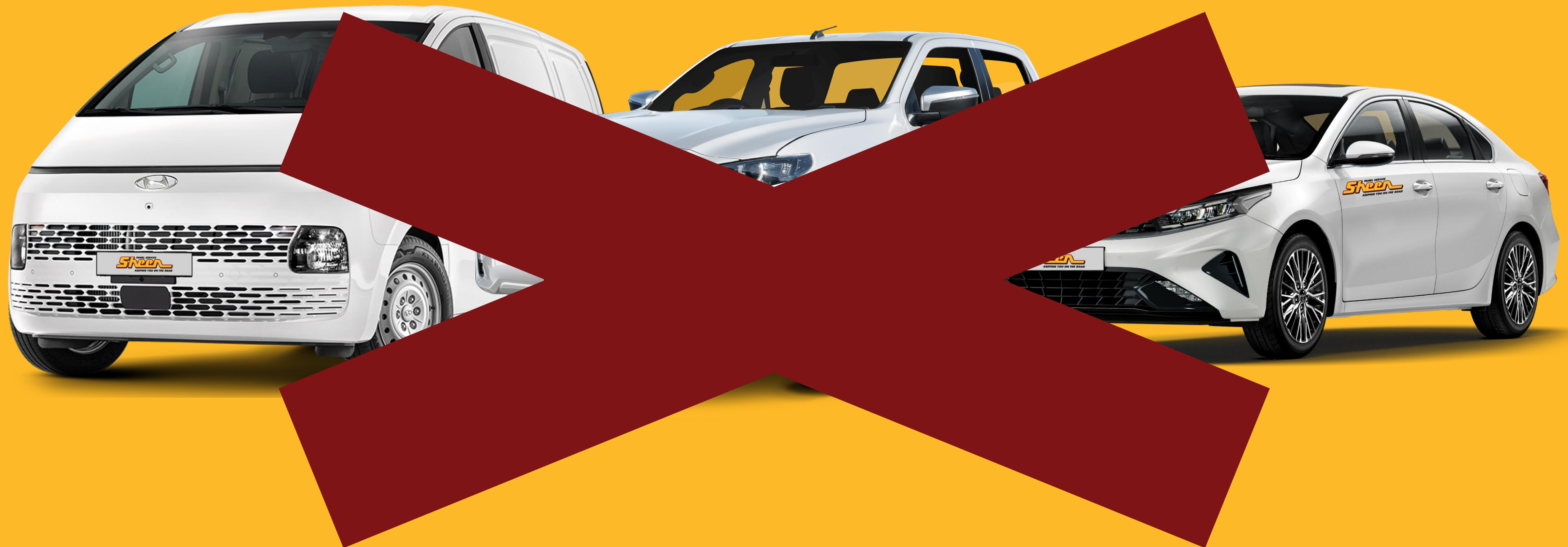
FMO SLA's

- THE FMO SPACE IS NOW WORTH \$13M PER ANNUM
- THIS IS A GROWING SPACE
- IT IS IMPERATIVE THAT WE DELIVER ON SLA'S AND MEET THEIR REQUIREMENTS
- COMMUNICATION IS KEY
- ALL ESCALATIONS THROUGH TO DAVID CARR

FMO	TIME TO CONTACT	TIME TO QUOTE	PORTAL USAGE	HIRE CAR
INNOVATION	24 HOURS	24 HOURS	CLEAR 21	NO
CUSTOM FLEET	2 HOURS	24 HOURS	PORTAL / AMS	NO
DINGGO	24 HOURS	48 HOURS	PORTAL	NO
DRIVERCARE	NO	48 HOURS	PORTAL	NO

FMO NO – COURTESY VEHICLES

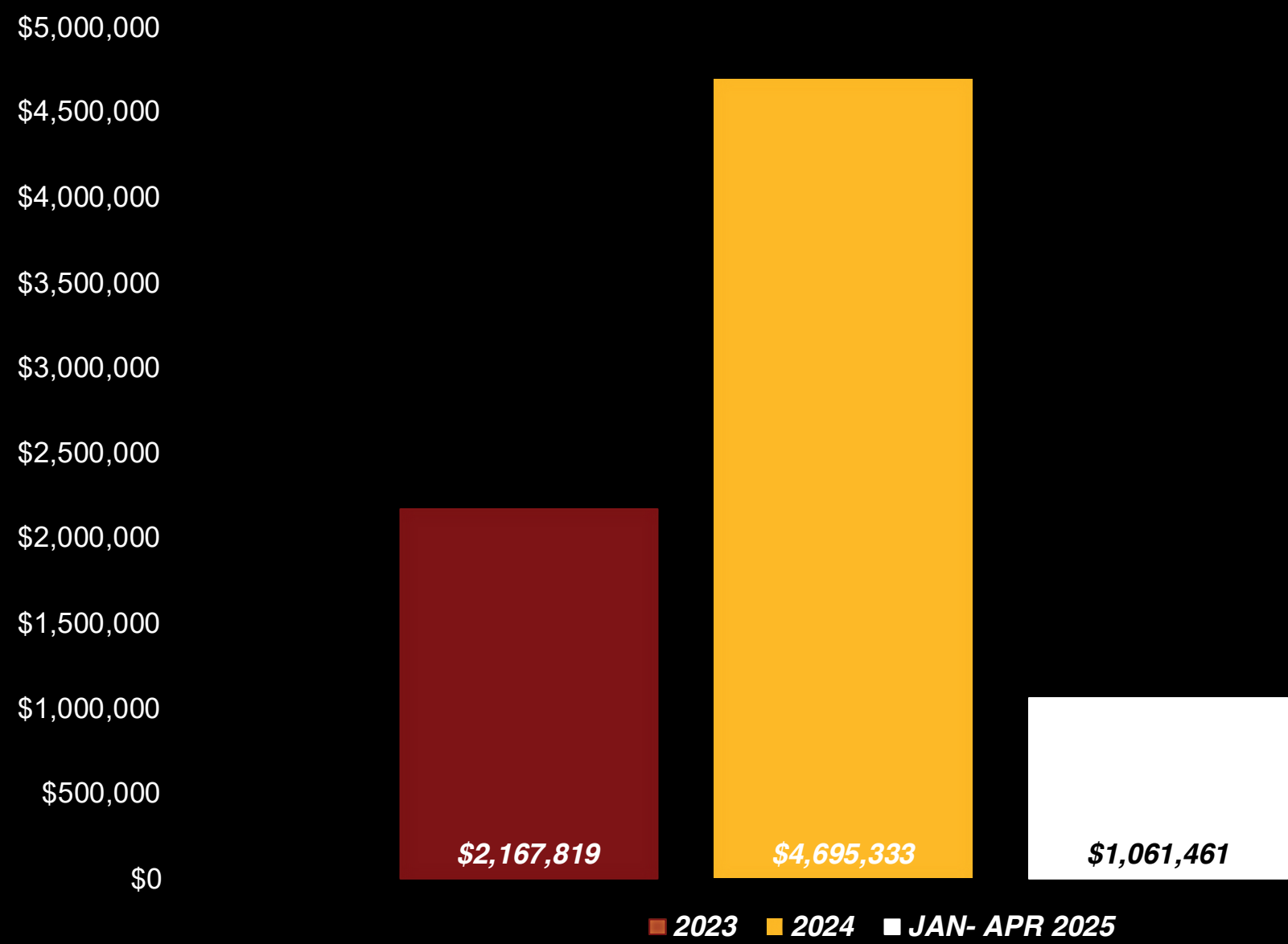
*INNOVATION, CUSTOM FLEET, DINGGO, DRIVER CARE HAVE THEIR OWN
AGREEMENTS WITH THEIR CLIENTS – DO NOT OFFER A SHEEN VEHICLE*



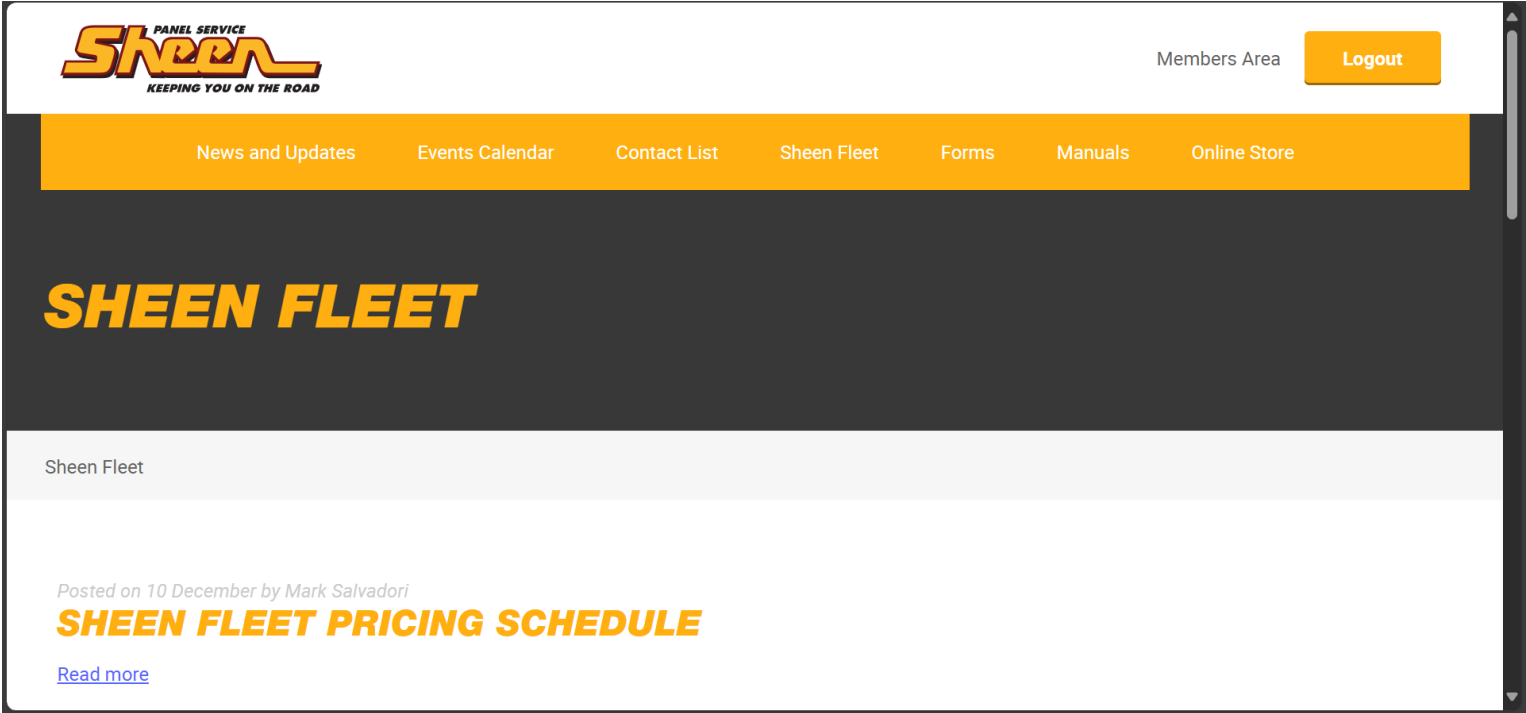
SHEEN FLEET SHEEN FLEET

SHEEN FLEET CLIENTS ARE MANAGED BY THE FLEET TEAM

- **BROKERS, MULTI –SITE, LARGE FLEET REQUIREMENTS, SPECIALISED SERVICE OFFERING**
- **EXAMPLES: INSURANCE HOUSE, SOLO, COVERFORCE, AVISO, MACKILLOP FAMILY SERVICES**



INTRANET FOR SLA



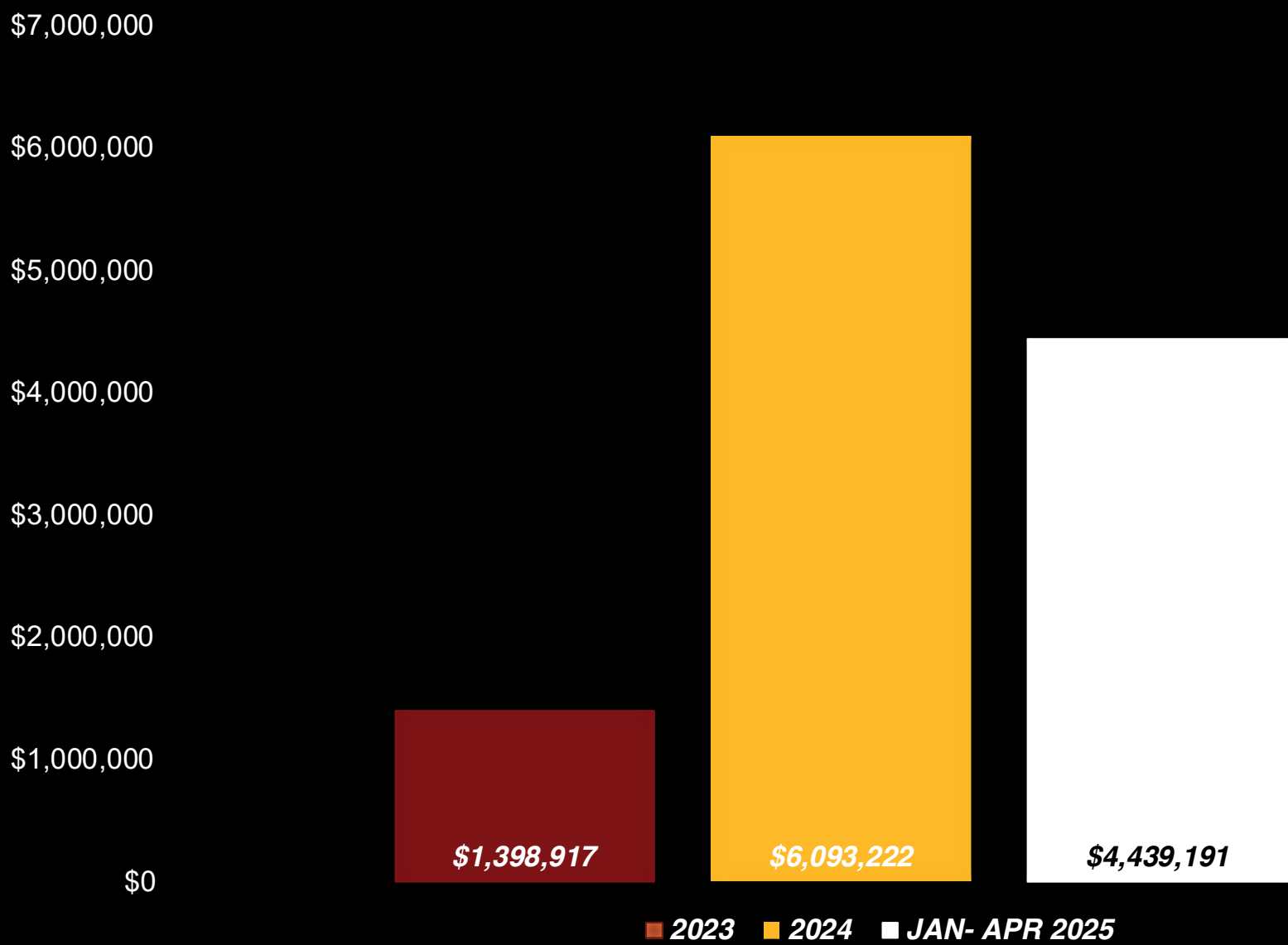
- Relationship:** Sheen Fleet
- Sheen Excess Reduction Offer:** \$500 excess reduction
- Replacement Vehicle:** Customers of Insurance House accept a Sheen replacement vehicles
- Communications:** Please communicate directly with driver for bookings
- Special Requirements for Insurance House clients:** Any issues with Insurer/claim are to be flagged directly to the Insurance House Broker/Sheen Fleet and **NOT** the client
- Escalation Point:** Sheen Fleet team

- Process**
1. Insurance House will refer jobs into fleet@sheen and we will allocate to the preferred location (note on rare occasions the driver may present directly to your store)
 2. Please correspond & communicate directly with the driver regarding bookings / inspections / assessment
 3. Contact Insurance House Broker (cc Sheen Fleet) regarding any delays or critical information that may need to be reported (do not go to the client for this information)
 4. Implement the required \$500 excess reduction upon collection

SHEEN FLEET LOCAL FLEET

LOCAL FLEET IS YOUR BIGGEST AREA OF INFLUENCE
YOU CAN GROW YOUR BUSINESS BY IDENTIFYING
BUSINESSES IN YOUR LOCAL AREA AND IN YOUR
DRIVEWAY

IF YOU DON'T HAVE AN MOU IN PLACE CONTACT DEAN



MOU

MEMORANDUM OF UNDERSTANDING



Sheen Panel Service and [Client]

Date: 1/2/25

OBJECTIVE & PURPOSE

This Memorandum of Understanding (MOU) is to provide a framework and arrangements between Sheen Group & [Client] to facilitate accident repairs and services in an open, collaborative, and mutually beneficial relationship.

SERVICE LEVEL AGREEMENT

- Sheen to provide a single point of contact – fleet@sheengroup.com.au
- Pickup and delivery from any location in Victoria
- On-site quoting and vehicle inspections at any location in Melbourne
- Reduced vehicle time off road through fleet priority process
- Access to Sheen Towing 24 hours
- Lifetime Repair Warranty

ACCIDENT REPLACEMENT VEHICLES

- Sheen to provide an Accident Replacement Vehicles at no cost including "tool of trade" vehicles (excluding tolls and fuel)

COST MANAGEMENT

- Sheen to provide fleet pricing for under excess repairs.
- Over excess repairs pricing negotiated with [insurer](#).

SHEEN CONTACT DETAILS

Shop Manager: [@sheengroup.com.au](mailto: @sheengroup.com.au)
Direct: 0400 000 000.

Sheen Store Email: [Admin.store@sheengroup.com.au](mailto: Admin.store@sheengroup.com.au)
Sheen Tooronga Direct: 03 9999 9999.

CONFIDENTIALITY

The Parties acknowledge that the existence and the terms of this Agreement and any oral or written information exchanged between the Parties in connection with the preparation and performance of this Agreement are regarded as confidential information. Each Party shall maintain confidentiality of all such confidential information, and without obtaining the written consent of the other Party, it shall not disclose any relevant confidential information to any third parties, except for the information that: (a) is or will be in the public domain (other than through the receiving Party's unauthorized disclosure); (b) is under the obligation to be disclosed pursuant to the applicable laws or regulations, rules of any stock exchange, or orders of the court or other government authorities; or (c) is required to be disclosed by any Party to its shareholders, investors, legal counsels or financial advisors regarding the transaction contemplated hereunder, provided that such shareholders, investors, legal counsels or financial advisors shall be bound by the confidentiality obligations similar to those set forth in this Section. Disclosure of any confidential information by the staff members or agencies hired by any Party shall be deemed disclosure of such confidential information by such Party, which Party shall be held liable for breach of this Agreement. This Section shall survive the termination of this Agreement for any reason.

For & on behalf of Sheen Group

Store Manager,
Sheen Store

BREAKOUT SESSION
MANAGING EXISTING CLIENTS

LOCAL FLEET **MANAGING EXISTING** **CLIENTS**

BY UNDERSTANDING YOUR BUSINESS AND YOUR CLIENTS
YOU CAN GROW YOUR EXISTING CLIENTS



KEY ACCOUNT
FOCUS



RELATIONSHIPS
ARE KEY



LOOK FOR
OPPORTUNITY

SERVICE TOOLBOX

SHEEN FLEET

SERVICE LEVEL OFFERING

SHEEN SERVICE VIP SERVICE OFFERING:

SHEEN WILL PROVIDE A 'VIP' SERVICE TO WHICH INCLUDES:

- *SHEEN SHOP POINT OF CONTACT WITH SHEEN FLEET TEAM
FLEET@SHEENGROUP.COM.AU*
- *PICK UP AND DELIVERY FROM WORK OR HOME, AS WELL AS ON
SITE QUOTING*
- *UNRESTRICTED ACCIDENT REPLACEMENT VEHICLE WHILE
SHEEN HAVE POSSESSION OF THE VEHICLE FOR REPAIR -
INCLUDES VANS AND UTES*
- *TOWING SERVICE AND ONSITE ASSESSMENT TO SPEED UP
PROCESS AND REDUCE CLIENT INCONVENIENCE*
- *LIFETIME GUARANTEE ON REPAIRS*



ACCOUNT MANAGEMENT & RELATIONSHIP SUPPORT

A dedicated Sheen Fleet single point of contact to manage your day to day needs.



TOOL OF TRADE ACCIDENT REPLACEMENT VEHICLES

At no cost to you.

27

PANEL SERVICE LOCATIONS ACROSS VICTORIA

Carefully selected locations for convenience that are open extended hours – including weekends.



REDUCED VEHICLE OFF ROAD EXPOSURE

With fleet repair fast tracking process.



ONSITE QUOTING + VEHICLE INSPECTIONS

At any Melbourne Metro, Geelong, Bellarine & Mornington Peninsula location.



FREE PICK UP AND DELIVERY AT NO COST TO YOU

At any Melbourne Metro, Geelong, Bellarine & Mornington Peninsula location.

SHEEN FLEET **THIRD PARTY**

SHEEN THIRD PARTY SERVICE OFFERING:

SHEEN WILL INTERVENE RECOVERIES TO:

- *SHEEN SHOP POINT OF CONTACT WITH SHEEN FLEET TEAM
FLEET@SHEENGROUP.COM.AU*
- *PICK UP AND DELIVERY FROM THIRD PARTY, AS WELL AS ON SITE
QUOTING*
- *ASSET RENTAL VEHICLE WHILE SHEEN PRIORITISES THE VEHICLE
FOR REPAIR - INCLUDES VANS AND UTES*
- *TOWING SERVICE AND ONSITE ASSESSMENT TO SPEED UP
PROCESS AND REDUCE THIRD PARTY INCONVENIENCE*
- *LIFETIME GUARANTEE ON REPAIRS*

THIRD PARTY INTERVENTION **TAKE CONTROL OF THE UNEXPECTED!**



PICK-UP & DROP-OFF SERVICE

CONVENIENT, NO-HASSLE
VEHICLE LOGISTICS.



PROTECT YOUR BRAND IMAGE

WITH PROFESSIONAL
ACCIDENT MANAGEMENT.



FAIR & TRANSPARENT PRICING

FLEET-RATE QUOTES TO AVOID
INFLATED REPAIR COSTS.



SHIELD YOUR BUSINESS

FROM INFLATED REPAIRER
INVOICES.



ACCIDENT REPLACEMENT VEHICLE

KEEP THE THIRD PARTY MOBILE
WHILE THEIR CAR IS IN REPAIR.



REDUCE PREMIUM AND EXCESS INCREASES

BY MANAGING
CLAIMS SMARTLY.



PROTECT YOUR BRAND. REDUCE YOUR RISK. SIMPLIFY THE PROCESS.

**WHEN YOUR DRIVER IS INVOLVED IN AN AT-FAULT ACCIDENT, YOU DON'T NEED TO
STRESS. JUST SEND US THE THIRD PARTY'S DETAILS — WE'LL HANDLE THE REST.**

SHEEN FLEET ***END OF LEASE***

SHEEN END OF LEASE SERVICE OFFERING:

SHEEN WILL ARRANGE END OF LEASE CLEANUP WHICH INCLUDES:

- *INSPECTION REPORT WITH IMAGES TO REMOVE SURPRISES*
- *LIFETIME GUARANTEE ON REPAIRS*
- *GENUINE PARTS USED FOR GREATER MARGIN*
- *CHOOSE THE REPAIR WORK YOU WANT TO REPAIR*
- *WASH AND VACUUM*
- *RETURN TO BASE OR AUCTION HOUSE*

END OF LEASE PROCESS



***DEDICATED SHEEN
ACCOUNT MANAGER
FOR DIRECT CONTACT***



***PICK UP OF VEHICLE
(IF REQUIRED BY
THE DRIVER)***



***END OF LEASE
INSPECTION REPORT
PROVIDED WITH
IMAGES***



***YOU CHOOSE THE
REPAIR WORK YOU WANT
TO BE CONDUCTED***



***WASH AND
VACUUM OF
VEHICLE***



***ADMINISTRATION INCL
BOOKING TOW TO
END DESTINATION***



COST MANAGEMENT
END OF LEASE SERVICE

BREAKOUT SESSION

IDENTIFY NEW CLIENTS

LOCAL FLEET PROSPECTING FOR NEW BUSINESS

**THIS IS YOUR GREATEST OPPORTUNITY FOR GROWTH – FORECAST TO REACH \$12M
THIS IS WHERE YOU WANT TO GET TO 450+ REFERRERS. YOU ARE THE LOCAL
MANAGERS OF THAT.**



**IDENTIFY
LOCAL
BUSINESSES**



**ASK ABOUT
THEIR
BUSINESS**



**MAKE TIME TO
MAKE CALLS
AND FLYER
DROP**

SHEEN FLEET **CONTACT DETAILS**

EMAIL

FLEET@SHEENGROUP.COM.AU

DAVID.CARR@SHEENGROUP.COM.AU

LES.KITCHIN@SHEENGROUP.COM.AU

DEAN.MEALING@SHEENGROUP.COM.AU

ROSE.TURNBULL@SHEENGROUP.COM.AU

MOBILE

DAVID | 0411 141 433

LES | 0447 310 960

DEAN | 0473 849 789

ROSE | 0459 271 219

