

1. Implement our strategy:

As approved by the National Executive in November, the CRA strategy can be summarized in 6 objectives:

- I. Sustainability: Strong financial reward for members, sustainable returns, having the collision repair business profitable, that it has a future and is investable.
- II. Networking: groups sharing experiences and knowledge/mentoring – that knowledge is area-specific and builds industry competence and standards over time.
- III. Standards: The CRA standard will replace several current audit standards and will set HSE, credibility, training, responsible employer, code of ethics, compliance, quality of service, and standards.
- IV. Advocacy and relationships with insurers/work providers/regulators/government. A close understanding of each other's views and needs, with access to key decision-makers.
- V. Source of information and communication, an education resource, fostering education and learning.
- VI. Creating pathways for careers, making the industry attractive to entrants.