

CALIBER

RESTORING THE RHYTHM

Caliber's Commitment to Workforce & the Future of Skilled Trades in Texas

PRESENTED BY:

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The Caliber Home

CALIBER

Purpose | Restoring the Rhythm of Your Life®

Vision

To be the company that improves the image of the automotive service experience



Mission

To be the most trusted automotive service provider in every community we serve



Teammates

Inspire every teammate to reach their full potential through personal and professional development



Consistency

Deliver operational consistency in service, quality and speed



Value

Provide the highest overall value for our customers and partners



Customers

Create an exceptional customer experience to earn lifetime promoters

Core Values



We do the right thing



We are inspired to serve



We are courageous



We are proud



We have fun

Welcome & Who Caliber Is



Headquartered in
Lewisville, TX



Caliber HQ in Lewisville is our national training center and the operational nerve center for the business



Caliber is one of the nation's largest automotive service providers—Collision, Auto Glass, and ADAS Diagnostics



30K+ teammates across **1,800 centers** in **41 states**, with deep roots and pride in Texas



**“We call Texas home.
And because of that, we believe we
have a responsibility to invest here
first—to build here first.”**

Why We Created TAP

Our purpose: Restoring the Rhythm of Your Life®

The problem



Hiring was short-term.
We needed retention and readiness



External programs couldn't
keep pace with what the job
actually required

Leadership alignment



CEO, COO, and Senior
Operations Leadership, backed
building TAP from the ground up



Started in Texas as the proof point

The TAP Approach & Lessons Learned



Employer-led. Fully funded.
No college dependency.



Paid while learning—
zero cost to apprentice.



125 TAP-enabled centers
in Texas.



Competency-based,
real-world training.

Curriculum built around:

- Structural repairs
- Panel replacement
- Plastic repairs
- Welding
- Mechanical and electrical basics

Continuous evolution:

- Standardized mentor tools
- Implemented TAP hubs
- Embedded QA
- Adapted to support diverse apprentice needs

VOICES OF THE PROGRAM

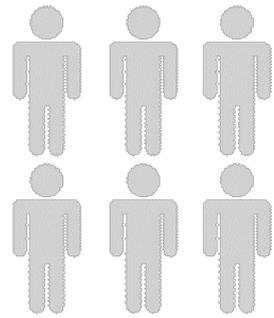
Why You Joined



Caliber's Technician Apprentice Program

Launched 2022 – Building the Next Generation
of Body Technicians

**By End
of 2024:**



559

completed
or were still in the program

**Economic
Impact (2024):**

\$22.1M in added income to Texas
workforce, or equivalent to supporting
288 jobs statewide.

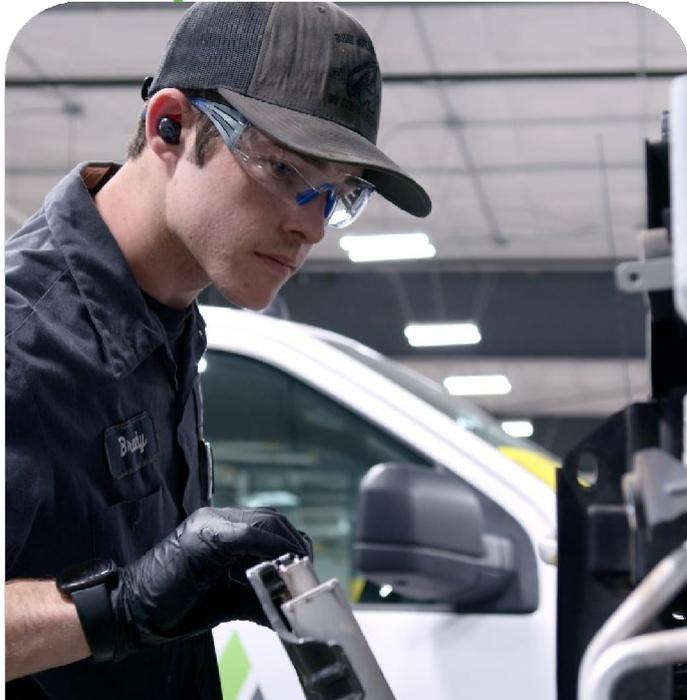
Texas businesses gained \$39,542 in
income per apprentice.

Impact will continue to grow as more apprentices complete TAP.



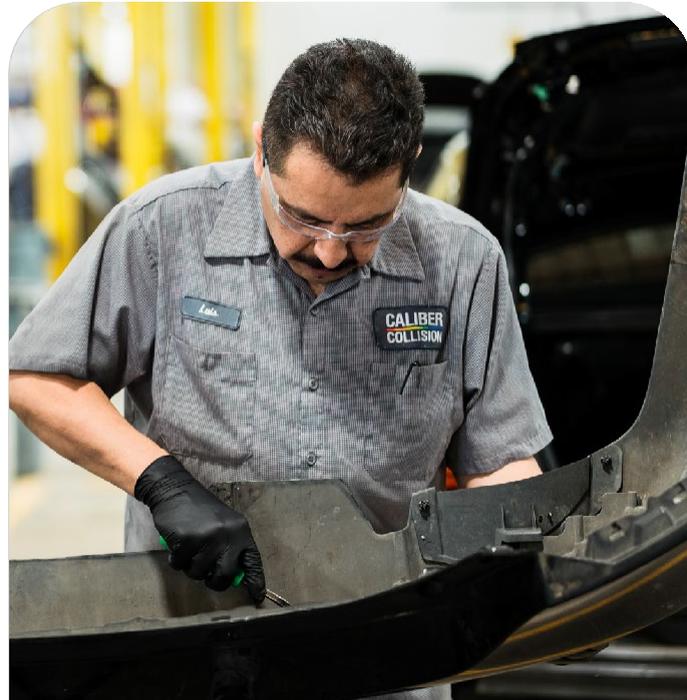
THE INDUSTRY LANDSCAPE

Why This Matters



Technician shortage

100K+ additional techs needed nationally over the next 5 years



Aging workforce

More than half of current techs are over 45



Vehicle complexity

Advanced safety systems (ADAS), electric vehicles, calibration requirements



Repair readiness gap

New techs weren't coming in at the pace or readiness needed

TAP Benefit Analysis | Apprentices

No costs to apprentices



Caliber covers all program costs



Tools & equipment included



No tuition or fees



Competitive wage from Day 1



Apprentices start earning immediately



Life-changing ROI

\$302M

in increased earnings over their working lives

\$540K

lifetime earnings increase per apprentice

VOICES OF THE PROGRAM

What You Gained



Fully funded by Caliber



Program costs
covered entirely
by Caliber



No taxpayer
funding required



Texas taxpayers
still benefit

TAP Benefit Analysis | Taxpayer

\$113.2M

Added tax revenue
from higher lifetime
earnings

+

\$1.9M

In public sector
savings

=

\$115.2M

In total taxpayer
benefits

\$206K

In benefits per apprentice
over a lifetime

TAP Benefits Analysis | Social



Economic Impact

\$1.3B Added apprentice income

\$504.7M Added business income

\$5.9M Social savings (health, justice, income assistance)



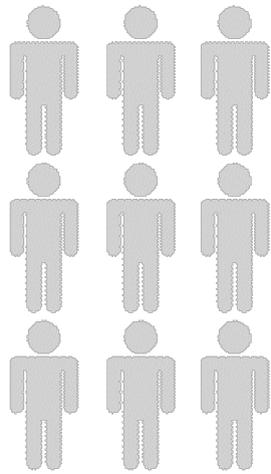
Social Benefits

\$1.8B Total benefits (present value)

\$3.2M in total social benefits per apprentice

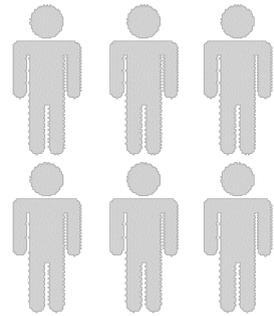
Reflects income, business growth, and social savings

Program Wins & Results



848

apprentices
served in Texas
since 2022



559

completed or
were still in the
program in 2024

76%

retention
rate post-
completion



\$540K

lifetime earnings
increase per
apprentice

\$22.1M

added income to
Texas economy
in 2024

or

288

jobs supported



\$1.8B

in total social
benefits

THE INDUSTRY LANDSCAPE

TAP Graduation Ceremonies



>0

graduates
nationwide

“This isn’t just a handshake and a certificate—it’s a moment where apprentices stand taller, mentors tear up, and families feel the future shift.”

- TAP Graduation is not transactional—it’s transformational
- Held in their market or at their center, often with families attending
- Teammates receive their tools, badge, and join our skilled workforce
- For many, it’s their first graduation moment



VOICES OF THE PROGRAM

What TAP Means to You



Let's build
more—together.

