

Standards and Criteria for Obtaining Authorization as an Authorized Service Center (Workshop) for Maintaining BMW Motorrad Motorcycles

In order to serve as an Authorized Service Center of Delek Motors Ltd. (hereinafter: "Delek Motors" and/or "the Importer") for servicing motorcycles of the BMW Motorrad Manufacturer models, the Service Center (hereinafter: "the Service Center") that is interested in serving as an Authorized Service Center, is required to comply with the requirements that will be detailed below, as derived from the directives of the Licensing of Services and Professions in the Vehicle Industry Law (hereinafter: "the Licensing Law").

It is made clear that these terms might change from time to time, and the Service Center seeking the said Authorization, will be required to keep updated on the changes as these will be posted on this Website. For further details and explanations, the Delek Motors service department may be contacted at the following phone number: 08-9139995.

A. Structure:

- Interior and exterior appearance of the structure in accordance with the "Definitions for Setting Up a Service Center for BMW Motorrad Motorcycles" (hereinafter: "The Standards Manual"), which is attached, and which details the required characteristics.
- Signage in accordance with the manufacturer/importer's definitions as detailed in the Standards Manual.

B. Floor Space:

The Service Center floor space is required to house all of the Departments / Work Spaces / Operations Spaces / Amenities Spaces, as detailed in the Standards Manual, which shall be no less than 350 sq.m., roofed.

All the departments are required, at a size / floor space / quantity as specified in the indices listed in the Standards Manual, divided as follows:

1. Mechanic works, diagnostics and electricity - a minimum number of work stations as defined in Clause C below.
2. Spare parts warehouse.
3. Specialty tools room.
4. Customer waiting area.
5. Service Center Manager office.
6. Reception desk, secretary and cashier.
7. Customer restrooms, disabled restrooms, kitchenette.
8. Service consultants space.
9. Motorcycle reception area.
10. Employee rest area.
11. Meeting and training room.
12. Vehicles and motorcycles parking area.
13. Warranty claims warehouse.
14. Additional work areas, as specified in the Standards Manual.
15. Body and paint work (non-mandatory) - the work stations for this department are in addition to the abovementioned work stations. Details will be provided on demand.

C. Work stations and equipment (minimum):

1. **Motorcycle lifts - 5 pcs.** The station floor area shall be as specified in the Standards Manual.
2. **Work Stations without a lift - 2 pcs.** The station floor area shall be as specified in the Standards Manual.
3. **Special tools and diagnostic equipment** as per the requirements of the manufacturer/importer. Details will be provided on demand (manufacturer requirements vary).
4. **Tire removal device** - according to the manufacturer's definitions.
5. **Wheel balancing device** - according to the manufacturer's definitions.

D. Authorities approval:

To set up the Authorized Service Center, the Owner of the Service Center is required to receive a license in accordance with the provisions of the Licensing Law and to fulfill all of the requirements specified in it, in the regulations installed under the law and the requirements of the Ministry of Transport, as issued from time to time.

In addition, the Service Center is required to comply with the requirements of the various authorities, and in particular - the requirements from the local authority, the National Fire and Rescue Authority, etc.

E. Manpower (minimum):

The manpower requirements are worded in the masculine gender for convenience purposes only. They are intended for both genders equally. All of the persons engaged in work shall be salaried full-time employees of the Service Center.

1. **1 service rep (receptionists).****
2. **1 service consultants.****
3. **1 foreman, fully conversant in English (with a minimum of 5 years of experience).****
4. **1 diagnostics person and certified electrician, fully conversant in English (with a minimum of 3 years of experience).****
5. **1 mechanic, who will also serve as a motorcycle tester.**
6. **1 mechanic, with a certificate of qualification for replacing and/or repairing motorcycle tires and/or inner tubes.**
7. **1 mechanic, in addition to the two from sections 5, 6.**
8. **1 warehouse person + warranty claims person.****
9. **Body and paint work workers - details will be provided on demand.**
10. **1 cleaning person.**

**** These roles are required to successfully undergo the Company's training and certification prior to receiving the authorization.**

All of the abovementioned definitions are, of course, in addition to the legal requirements and the requirements of the Ministry of Transport.

F. Spare parts:

The minimum spare parts inventory (initial stocking) for the BMW Motorrad motorcycles prior to receiving the authorization, for the delivery of an adequate service level - NIS 50,000 at cost values.

G. The terms of the engagement:

1. The shareholders must sign the Contract Agreement with Delek Motors, including issuance of all the insurances required by the Company's insurance consultants. Details are available upon request.
2. Guarantees to secure his commitments to Delek Motors in accordance with the Company's requirements (bank guarantee and/or credit insurance, personal guarantees).

H. Computers:

Computing equipment (hardware) and an operating software at the Service Center, according to the manufacturer/importer requirements, which include:

1. An online connection to the importer system for the operating activities.
2. Manufacturer diagnostic system, including an online connection + support and service contract with the manufacturer.
3. Monthly subscription to the spare parts catalog + manufacturer work log books.
4. Work with the Musachit 2000 system from Eyal Software Solutions Ltd., to manage all of the works at the Service Center and the communication with the Delek Motors computer system.
5. A desktop computer, including printer, connected ONLINE + Internet - for each relevant employee: The Manager of the Service Center, the foreman, the service representatives, the service consultants, warehouse, claims.
6. Computerized warehouse + barcode.
7. Landline Internet infrastructure for each work station.
8. 2 Internet networks: One for the ongoing work at the Service Center, including communication with the importer's system, and one - an open network (WIFI) for the customers' use.

I. General:

1. Work uniforms for the employees as per the importer's definitions.
2. The Service Center must be ISO-9002 certified for work processes at the Service Center prior to receiving the authorization.
3. Annual instrument calibration - a contract agreement with a suitable company and calibration certificates must be produced prior to receiving the authorization.
4. Everything specified in this document shall be carried out fully at the expense of the Owner of the Service Center.