

## RULES FOR PARTICIPATING IN VOLVO INTERNATIONAL SERVICE TRAINING AWARD, VISTA 2023-2024

The rules below are mandatory and must be followed throughout the entire competition. We play fair, we respect each other, and we encourage honest behavior.

### General terms for participating in VISTA:

- VISTA is open for service market personnel.
- The teams participating in VISTA should belong to an authorized Volvo dealer/workshop.
- Teams can consist of 2-4 members. All team members in the same team must belong to the same authorized Volvo dealer/workshop.
- All team members must be employed on a permanent basis in an authorized Volvo dealer/workshop and hold a technician, parts, or administrative job role.
- Part-time managers can be a part of a team.
- The same technician can only compete in one team.
- Parts staff and Administrators may have a possibility to attend in two different teams, (including an Apprentice team). However, in a Semi-final or World Final, the same individual can only compete in one team.
- A former trainer must have at least 5 years in a non-trainer role to be part of a team.
- If a team member leaves his/her job or for any other reason cannot complete the competition, a new member could join if agreed by the respective VISTA Market Leader.
- An Apprentice team can join the VISTA competition, if following a recognized Apprentice program. Trainee CSRs/Parts personnel are also recognized in this stipulation. Due to large differences in the apprentice set up in the markets it will be a market decision if they would like to run it or not.

### Requirements to participate in VISTA:

- The participation in VISTA is on-the-job training and should be regarded as standard working hours.
- We recommend dealers/workshops to provide enough time for teams to complete the VISTA competition during working hours. Estimated time needed per question is 15-30 min.
- In good time before the start of Round 1, the dealers/workshops need to secure access for the participants to relevant applications/information in the Dealer Portal (e.g., Baldo, Navigator, Impact, Warranty Binder, Wiring Diagrams, Accessories Products, Campaign Information and VBC Remote, Bodybuilder information, Driver Handbook and Sales Tool Product Information) and to current versions of required workshop tools such as Tech Tool.
- Dealers/workshops need to secure access for the participants to an adequate number of Impact and Tech Tool computers for preparations and carrying through the competition.
- The teams also need a mobile phone to download the Volvo Trucks VISTA Competition app which will be used to answer the missions connected to Round 1-3.
- Participants need to be prepared to travel to compete in both Semifinal and World Final. It means that each participant needs to obtain all valid documents like passports and visas in due time prior to the events.