

V. ANNEX

Presentation of participating organisations :

¹ figures of 2004 CITA General Questionnaire

<p>Ivory Coast-1</p>	<p>(2004:)</p> <p>The « Société Ivoirienne de Contrôles Techniques Automobiles et Industriels » (SICTA), carries out vehicle inspection in the country within the context of a public service concession contract signed with the State of Ivory Coast in 1990.</p> <p>SICTA is established in the entire country: there are 11 permanent stations and 30 temporary stations.</p> <p>SICTA's main activities are:</p> <ul style="list-style-type: none"> - under supervision of the Ministry of Transport: technical visit, protection of number plates and registration papers; fixing number plates; safety diagnosis - under supervision of the Ministry of Domestic Trade: checking the milometers; gauging the tankers transporting hydrocarbon; checking the imported second-hand vehicles <p>SICTA employs 200 people, 20 of whom are managers.</p> <p>SICTA is involved in national projects dealing with the entire field of transport. Besides its periodic vehicle inspection activities, SICTA is a member of the Ministry of Transport for the continuous registrations of new and second-hand imported vehicles and for the follow-up of these registrations. SICTA checks the second-hand imported vehicles on behalf of the Ministry of Trade.</p> <p>SICTA also actively takes part in the committees responsible for the control of vehicles on the public road, such as the committees responsible for the control of number plates, the itinerant committees on road safety guided by the OSER, the statistical stamping operations related to the measuring of the margin rate of the technical visit, the stamping operations related to the establishing of the driving area.</p>
<p>Israel-1 ¹</p>	<p>The Department of Motor Vehicles is part of the Land Transportation of the Ministry of Transport (MOT). The main targets of the department is to be responsible for :</p> <ol style="list-style-type: none"> 1. importation of vehicles to Israel complying with the EU latest standards, especially for safety and environment 2. the roadworthiness of vehicles (garages, testing lanes, roadside inspections, etc.) 3. training human resources 4. establishing and inspecting standards for spare parts within the domestic market and with importation
<p>Japan-1 ¹</p>	<p>The Light Motor Vehicle Inspection Organization was established in 1972, based on the 'Road Vehicle Act' and authorised by the Ministry of Transport (now Ministry of Land, Infrastructure and Transport) as a non-profit organisation, which executes the periodic inspection of 4-wheeled mini-sized vehicles (length: 3,4m or less - width: 1,48 m or less - height: 2,0 m or less - engine displacement: 660 cc or less).</p> <p>LMVIO is also responsible for the registration of vehicles, which it inspects.</p> <p>While the MLIT decides the inspection items and requirements, LMVIO can write the inspection manuals themselves. Some of the manuals are to be approved by the Ministry.</p> <p>The inspection fee is determined by the Government Ordinance. LMVIO submits a report on the income and expenditure tot the Ministry every year.</p> <p>There are 85 inspection stations covering the whole country.</p>
<p>Japan-2 ¹</p>	<p>The National Agency of Vehicle Inspection of Japan, which was newly established on July 1, 2002 separated from the Governmental organisation for the purpose of securing motor vehicle safety and preserving the environment. Among the business formerly carried out by the government concerning vehicle inspection, NAVI undertakes the process of examining whether the vehicles comply with the safety regulations.</p> <p>At NAVI, the business is carried out based on the medium term plan to achieve the medium term goal (July 2000 - March 2007) assigned by the MLIT.</p> <ul style="list-style-type: none"> - the service of inspection business that should be carried out strictly and indifferently will be offered impartially in a neutral position - approaches will be made in upgrading and improving the inspection business with an eye to global trends, responding to social requests such as the revision of the regulations concerning automobile safety and preservation of the environment - efforts will be made to reflect the opinions of the users in the business administration through active information service along with ensuring the transparency of the business administration - promotion of implementation of an efficient and effective business will be carried out by business

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	improvement activities by personnel and training for them.
Japan-3¹	<p>There are 2 types of inspection organisations in Japan. The first type is the inspection carried out by kind of government (Light Motor Vehicle Inspection Organization (LMVIO) and National Agency of Vehicle Inspection (NAVI)). The second type is the inspection carried out by private workshops.</p> <p>LMVIO can only inspect light motor vehicles (under 660cc, 4-wheeled vehicles). It also manages the registration of light motor vehicles.</p> <p>NAVI can inspect all motor vehicles except the light motor vehicles and under 250cc motorcycles and mopeds (under 250cc motorcycles and mopeds are not inspected in Japan).</p> <p>Private workshops can inspect all types of motor vehicles.</p> <p>The Ministry of Land, Infrastructure and Transport (MLIT) supervises these 2 types of inspection organisations. It also takes charge of the registration of motor vehicles (except light motor vehicles) and other motor vehicle administration.</p>
Singapore-1	<p>STA Inspection Pte Ltd, a subsidiary of ST Kinetics, is a privately run organisation authorised by Land Transport Authority of Singapore since 30 November 1982 to inspect all types of vehicles (Cars, Taxis, Light Goods and Heavy Goods Vehicles, Buses, Motorcycles and Side-Cars including Military and Commercial Vehicles). ST Kinetics is one of the Strategic Business Area of Singapore Technologies Engineering Ltd (ST Engg) listed on the Singapore Exchange. Other Business Areas under ST Engg include ST Aerospace, ST Marine and ST Electronics.</p> <p>Nature of Business is basically as follows:</p> <ol style="list-style-type: none"> (1) Compulsory vehicle inspections (2) Third party and pre-delivery inspection in accordance with customer requirements (3) Mobile team for out station and on site inspection (4) Engine/chassis number verification inspection (5) Consultancy and inspection course training services (6) Used car certification service for local and export market, used car valuation service (7) Agent of LTA to provide services related to vehicle road tax renewal and transfer of vehicle ownership (8) VITAS – Vehicle Inspection and Type Approval System with scope covering new vehicle registration, type approval of 1st of its kind, facelift and change of model code, change of vehicle particulars, enforcements and overloading of vehicles
Singapore-2	<p>VICOM Ltd is now Singapore's largest technical testing and vehicle inspection company, offering a comprehensive range of test and vehicle inspection services at eight locations.</p> <p>VICOM offers services such as road tax renewal, transfer of vehicle ownership, sale of motor insurance/general insurance, in-vehicle unit services, speed limiter test, enforcement check on overloaded vehicles, chassis dynamometer smoke test, pre-registration check for parallel importer, tinted glass check and car evaluation. We have already conducted over 30,000 car evaluations since 1989. The Company has also exported its expertise to various countries around the region.</p> <p>VICOM Inspection Centre Pte Ltd has 5 inspection centres conveniently located at the northern (Yishun), eastern (Changi, Kaki Bukit), central (Sin Ming) and western (Bukit Batok) parts of Singapore. The company constantly strives to keep abreast with the latest in inspection technology and provides its customers with excellent service. Today, it provides inspection services for private cars, taxis, motorcycles, light goods vehicles, heavy goods vehicles and buses. VICOM, a Singapore Quality Class (SQC) and ISO 9000 certified organisation, has a strong reputation supported by its professional staff and continuous investment. Since 1982, VICOM has carried out more than 4 million inspections.</p> <p>VICOM Assessment Centre Pte Ltd (VAC) has been appointed to operate Independent Damage Assessment Centre (Idac) by the General Insurance Association of Singapore (GIA). Under this new process, all accident vehicles can report to an Idac to have their damages assessed immediately after an accident. VAC operates 6 conveniently located Idacs islandwide. Idac (Sin Ming), Idac (Changi), Idac (Bukit Batok), Idac (Kaki Bukit) and Idac (Yishun). These centres are co-located at VICOM Inspection Centres. Idac (Braddell) is located within the premises of ComfortDelgro. With close to eight years of experience in assessing accident vehicles, VAC offers other value-added services aimed at providing the motorists with the necessary assistance and convenience.</p> <p>SETSCO Services Pte Ltd is one of Singapore's largest testing and inspection companies accredited by the Singapore Accreditation Council - Singapore Laboratory Accreditation Scheme (SAC-Singlas) to ISO/IEC 17025. SETSCO is in the business of providing testing, calibration, inspection, consultancy and training services to a wide spectrum of industries, such as the aerospace, building and construction, electronics, petrochemical, pharmaceutical, engineering, chemical and biotechnology industries both locally and globally. Services provided include quality assurance,</p>

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	<p>building and construction materials testing and evaluation, structural evaluation and diagnosis, chemical analysis, environmental monitoring and assessment, food and microbiology analysis, mechanical testing and metallurgy, non-destructive testing and evaluation, metrology (the calibration of instrumentation) and preventive maintenance assessment.</p> <p>JIC Inspection Services Pte Ltd is now a subsidiary of VICOM Ltd after the latter acquired another 36.5% of JIC shares from DelGro Engineering Pte Ltd. As of 1 May 2005, its shareholdings in JIC increased from 41.5% to 78%. The two JIC centres are located at Jurong and Ang Mo Kio. This move is in line with VICOM's strategy of bringing its services closer to its customers.</p>
S-Korea-1	<p>Korea Transportation Safety Authority (KOTSA) is a government organisation under the Ministry of Construction and Transportation of Korea (MOCT). KOTSA assists the MOCT and is commissioned in the field of vehicle safety.</p> <p>KOTSA was established in 1979 based on the 'Transportation Safety Promotion Authority Law' and is being supervised by the MOCT as a non-profit organisation. KOTSA's main businesses are vehicle inspection, vehicle safety tests, cableway inspection, accuracy examination of vehicle inspecting machinery and education, R&D, direction relation to traffic safety.</p> <p>KOTSA has 52 inspection centres offering full range of vehicle inspection services for all categories of vehicles and 84 designated premises.</p>
Vietnam-1	<p>Vietnam Register is a non-profit organisation having functions on the organisation and performance of technical supervision and certification for Safety and Quality for all kind of transport means, including motor vehicles.</p>
Austria-1 ¹	<p>Periodical inspection is fully privatised in Austria and done by garages and workshops as well as automobile (drivers) associations. There is an overall quality assurance system for the whole vehicle inspection system.</p> <p>Additional to periodic auditing of the licensed test stations and a yearly system audit, there are roadside inspection activities required (~ 1% of the vehicle fleet) and exceptional inspections for vehicle groups with a high rate of defects and accidents (~ 6% of the vehicles belonging to this group).</p> <p>The Federal Office for Testing of Motor Vehicles (Bundesprüfanstalt für Kraftfahrzeuge) belongs to the Ministry of Transport, Innovation and Technology. It is a state organisation and the main activities are roadside inspections, exceptional inspections, enforcement of road transport regulations as well as driving- and resting time regulations. Further activities are in the field of type approval and investigations in road accidents.</p>
Belgium-1	<p>Since 1933, companies authorised by the State conduct technical inspection. In order to allow standardised and uniform contact with the relevant departments of the Ministry and federations, these companies established GOCA in 1938. Since 1965 these companies also organise the theoretic and practical examination to obtain one's drivers license.</p> <p>GOCA is a business association of 10 private companies that got the concession to conduct public service (periodic vehicle inspection & drivers licensing), in other words, the sector is controlled and regulated (fees, availability, ...) by the State.</p> <p>GOCA was officially recognised as asbl (non-profit association) in 1962.</p>
Croatia-1	<p>The Vehicle Center of Croatia (CVH) has been in charge of vehicle technical inspection in the Republic of Croatia for almost 35 years. All stations for vehicle technical examination are part of the uniform vehicle technical examination system run by CVH. The Vehicle Center of Croatia takes care of education and training of employees of stations for vehicle technical examination (STP), furthermore, it checks their knowledge and skills, it provides maintenance and measurements for STP's devices and equipment, it introduces new technologies into the process of vehicle technical inspection etc.</p> <p>Besides vehicle technical inspections, in stations for vehicle technical inspection, citizens can carry out all other activities necessary for the vehicles to take part in traffic, including mandatory vehicle insurance, payment of the yearly road fee as well as the environment fee, vehicle registration etc.</p> <p>Some stations for vehicle technical inspection, besides their main line of business – vehicle technical inspection, provide other services as well, including inspection of reassembled, upgraded and specially constructed vehicles, inspection of vehicles transporting dangerous goods, inspection of vehicles for international transport, inspection of vehicles for public transportation that have to meet special requirements, inspection of vehicles for personal needs, vehicle homologation etc</p>
Croatia-2	<p>The Croatian Automobile Club (HAK) is a national drivers association which besides its regular activities – protecting the interests of its members, drivers and other traffic participants – is also dedicated to promoting greater traffic security and environment protection level.</p> <p>The Croatian Automobile Club is implementing of given (by the state bodies such as the Ministry of Interior) the public authorities such as:</p>

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	<ul style="list-style-type: none"> - organising and implementing exams for new drivers for all categories of vehicles - supervising the PTI system - organising and implementing homologation of vehicles 												
<p>Finland-1</p>	<p>Inspection Ltd (A-Katsastus Oy) is the leading private company in the vehicle inspection sector in Northern Europe. A-Inspection Ltd is a service company that operates independently of the work of car repair workshops and similar firms.</p> <p>The Group consists of the parent company, A-Inspection Ltd, and the subsidiaries of Ajovarma Oy, which specializes in drivers' examinations, and Autotohtori Consulting Oy, which specializes in quality-related consultancy, training and research. The foreign subsidiaries have primarily focused on vehicle inspection services.</p> <p>Inspection Ltd has traditions that go back a long way. Vehicles have been inspected in Finland since 1907, one of the first countries in Europe to do so. A-Inspection Ltd previously operated under the name Suomen Autokatsastus Oy (Finnish Motor Vehicle Inspection Ltd). A-Inspection Ltd is the only company in the sector that has ISO 9001:2000 quality certification. The company has continuously opened new and modern inspection stations and operates throughout Finland.</p> <p>Inspection Ltd invests in customer satisfaction, which is monitored by annual customer surveys and in other ways. These surveys have shown that the customers particularly appreciate the service-minded approach, reliability and professionalism of A-Inspection Ltd.</p> <p>Inspection Services</p> <p>At the annual vehicle inspection, the inspector uses up-to-date equipment to carry out a reliable and impartial inspection of those points that affect a vehicle's traffic safety. The points inspected include brakes, tyres, steering, control equipment, lights and exhaust gas emissions. Measuring exhaust gas emissions promotes clean air. At A-Inspection Ltd the driver always receives an inspection card. The inspection card states the condition of the car as well as any defects requiring service or repair. The inspector will also report on any points noticed that would be well worth paying attention to in the near future, in order to schedule a repair at the right time.</p> <p>Drivers can bring their vehicles to an A-Inspection Ltd inspection station without an appointment, or they can book the inspection time they would like. The booking can be made by telephone or conveniently via the internet at www.a-katsastus.fi A-Inspection Ltd reminds drivers of the upcoming annual inspection by sending a written invitation.</p> <p>Registration services and third party liability and car insurances</p> <p>Registering a vehicle at an inspection station is easy and the driver gets the new registration extract immediately. A-Inspection Ltd sells the insurances of the largest Finnish insurance companies. Drivers can buy statutory third-party liability and optional comprehensive motor vehicle insurances conveniently from A-Inspection Ltd inspection stations.</p> <p>Key figures:</p> <table border="0"> <tr> <td>Personnel</td> <td>approx. 1400</td> </tr> <tr> <td>Inspection stations</td> <td>approx. 170 in Finland, 40 in other countries</td> </tr> <tr> <td>Operates</td> <td>in Finland, Denmark, Latvia, Poland and Russia</td> </tr> <tr> <td>Net Sales</td> <td>€ 95 million</td> </tr> <tr> <td>Inspections in 2004</td> <td>1,9 million</td> </tr> <tr> <td>Market share in Finland in 2004</td> <td>63,9%</td> </tr> </table>	Personnel	approx. 1400	Inspection stations	approx. 170 in Finland, 40 in other countries	Operates	in Finland, Denmark, Latvia, Poland and Russia	Net Sales	€ 95 million	Inspections in 2004	1,9 million	Market share in Finland in 2004	63,9%
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<p>Finland-2</p>	<p>The Finnish Vehicle Administration AKE is an administrative service and information centre operating under the aegis of the Ministry of Transport and Communications. AKE is responsible for promoting vehicle safety, environmental awareness and vehicle traffic information services. Its responsibilities also include vehicle and driving licence registration, annual vehicle taxation, maintenance and development of driving tests, supervision of motor vehicle inspection and granting type approvals. AKE also supervises motor vehicle accessories trade and coordinates traffic control carried out jointly by the Police and vehicle inspectors. One of the basic responsibilities of AKE is to develop data services related to motor vehicles and their use. AKE data are publicly available as well for private citizens as for companies. It can be used for research and statistics.</p> <p>In addition of collecting automobile tax, fuel fee and, if necessary, surtax on registered motor vehicles, AKE deals with motor vehicle mortgage issues as well.</p> <p>The operations of AKE are financed by the service users. The service charges cover only the administration costs involved with the exception of the sale of data, which is commercially priced. AKE provides jobs for approximately 240 people.</p> <p>By applying effectively information technology AKE produces world class high-quality official and value adding services related to motor vehicles in cooperation with its partners.</p>												
<p>France-1</p>	<p>SECTA, Société Européenne de contrôle technique automobile, lies in Courbevoie (92) France. Certified by the Ministry of Transport to ensure the public service rule of technical inspection since 1992.</p>												

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	<p>SECTA brings under AUTOSUR 740 centres and 1500 inspectors together.</p> <p>The centres are affiliated to AUTOSUR and are independent companies.</p> <p>AUTOSUR is a national network, present in all departments.</p> <p>The technical inspection principle is one visit without dismantling on a 4/2/2 frequency and a yearly pollution visit for service vehicles.</p>
France-2	<p>AUTO SECURITE FRANCE is an organisation of vehicle technical inspection certified by the State (Ministry of Equipment & Transports) for vehicles under 3.500 kg and acting in the context of the corresponding regulation.</p> <p>The company is organised as a network (the oldest in France) according to the principle of the affiliation of inspection centres, which are themselves independent companies, in the entire country, including in the overseas territories. It does not run any centre and is totally private. It is the subsidiary of SGS, one the most important world quality inspection company.</p> <p>AUTO SECURITE France is also certified quality ISO 9001 version 2000 by the AFAQ, state accredited organism.</p>
France-3	<p>Technical Inspection Light Vehicles (<3.5t)</p> <ul style="list-style-type: none"> - Private sector (under supervision of the state who delegates to aggregated networks or independents) - Periodicity: 4/2/2 (except pollution: 4/1/1) - Standard: ISO 17020 - Agreement procedure for inspectors, centres and networks - Centralisation of the data <p>Technical Inspection Heavy Vehicles (>3.5t)</p> <ul style="list-style-type: none"> - Privatised in 2005 - Accreditation according to ISO 17020 in 2006 compulsory - Periodicity: variable (depends on type of heavy vehicle)
France-4	<p>The periodical technical inspection in France is regulated by a decree and arrests. The Ministry of Transport is in charge in giving the inspection and verification of their application procedures.</p> <p>Dekra disposes of an own activity and partners in light vehicles. For the own activity they have around 80 specialised centers around France. The inspectors are paid by Dekra. The franchise activity counts around 1200 specialised centers using one of the flags of Dekra (Dekra, Norisko Auto or AutoControl). Dekra's market share is around 26% in France for light vehicles.</p> <p>For the Heavy Vehicles Network, only the own centers are authorised. It has 69 specialised centers and represents about 45% of the market.</p>
Germany-1 ¹	<p>DEKRA Automobile GmbH is a pan-European service provider with annual sales of more than 0,75 billion EURO. As part of the DEKRA Group, DEKRA Automobile places great emphasis on traffic safety, high standards of quality and economic efficiency - always in line with the wishes and requirements of business partners, members and consumers - and always true to the DEKRA motto 'with safety innovative - at any time, anywhere'.</p> <p>DKEA Automobile helps its partners and customers to hold their ground in fiercely contested markets. It supports the motorist with a great variety of services. At the same time, all customers profit from its medium-sized structure and from the commitment and initiative of its staff on the ground. DEKRA Automobile's more than 450 locations throughout Germany are fixed and important components of the economy in their region. They represent the knowledge and experience of the entire DEKRA organisation, which has its central administration in Stuttgart. The staff and management of DEKRA Automobile GmbH set great store by innovation, creativity and the willingness to learn something new.</p> <p>With its imaginativeness DEKRA Automobile is constantly developing new products and services. And its readiness to learn finds expression for example in the efficient deployment of new, customer-friendly information technologies. Out of this come ingenious ideas with road-holding capabilities.</p> <p>The most important fields in which DEKRA Automobile GmbH offers its services are motor vehicle testing, providing expert reports and appraisals. It takes on the competition and is expanding its leading position in the field of technical and safety-orientated car-centered services. But DEKRA is more than just a monitoring and testing organisation, even though it is a European champion in this discipline. Technical safety is another pillar with above average growth. www.dekra.com</p>
Germany-2	<p>Behind the GTUe are the following professional associations of independent certified engineers</p> <ul style="list-style-type: none"> - AGS Working group of automobile experts; registered association

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	<ul style="list-style-type: none"> - BVS Federal association of publicly ordered qualified and certified engineers; registered association - BVSK Federal association of freelance and independent certified engineers for motor vehicles; registered association <p><u>GTUe group:</u> The GTUe group consists of the GTUe society for technical monitoring ltd., the GTUe expert's ltd. and the GTUe certification ltd.</p> <p>1. GTUe society for technical monitoring ltd. (GTUe) Round about 1,500 independent and full-time certified engineers and their qualified co-workers are serving more than 15,000 inspection bases at motor vehicle workshops and car dealers as well as privately owned inspection stations. They execute their services through the account and in name of GTUe. :</p> <ul style="list-style-type: none"> - vehicle inspection according to § 29 StVZO (official test certification) - safety checks for commercial vehicle according to § 29 StVZO - modification certification according to § 19.3 StVZO - exhaust test according to § 47 a StVZO - tests on buses and taxis according to BOKraft - safety checks according to the rules for the prevention of accidents (UVV) - ADR / GGVS checks <p>In 2003, the GTUe test engineers executed more than 4,0 million vehicle inspections, underlining the fact, being the largest officially recognized motor vehicle monitoring organization of freelance certified motor vehicle engineers in Germany.</p> <p>2. GTUe experts ltd. (GTUe SV) The contract partners of the GTUe offer a wide range of expert services, as for example:</p> <ul style="list-style-type: none"> - motor vehicle damage calculation - environmental protection consultation - GTUe used car seal - Vehicle condition report according to GTUe - accident reconstruction - appraisals for vehicle leasing - industrial and job safety - technical appraisals for vehicles - building quality collateral control ,BQue' <p>3. GTUe certification ltd. (GTUEZ) The GTUe certification ltd. is accredited by the TGA, Carrier Community for Accreditation ltd. It certifies quality management systems according to the standard series DIN EN ISO 9000 ff and environmental management systems according to DIN EN ISO.</p>
<p>Germany-4</p>	<p>Our organisation is a private organisation in Thuringia. The road safety is the focus of our activities. So we work in many research groups. The technical standard of vehicles is very high, that's why our staff has a further education: 5 days every year. So we fit in the future. The main part of our work is inspecting cars. We work for safe roads and for the protection of the environment.</p>
<p>Germany-5</p>	<p>The MOBILITY TÜV</p> <p>TÜV SÜD Auto Service GmbH carries out the periodical general tests and other technical inspections on motor vehicles, and has been doing so for more than 95 years. With over 350 TÜV Service Centres, it provides full coverage of Baden-Württemberg, Bavaria, Saxony, Hessen, Hamburg in Germany and internationally has participations in companies in France and Spain. In Austria, it runs the State technical test centre for motor vehicles on behalf of the State government of Tyrol.</p> <p>Every year, TÜV SÜD Auto Service GmbH carry out around 5 million general tests in Germany, 55% of which are in the mobile sector in workshops and 45% on own test centres; a total of 10 million inspections Europe-wide; 650,000 driving examinations, 900,000 expert certifications and over 60,000 driving-fitness tests.</p> <p>For the up-coming exhaust inspections on vehicles with the electronic "On-board Diagnosis System", there are already more than 300 fully equipped measurement stations available in the technical service centres of TÜV SÜD Auto Service GmbH.</p> <p>The consistent strategy of directing the entire company towards the success of the core business areas of general inspections, driving tests and expert appraisals has led to a considerable increase in turnover in southern Germany, the best yield of any company in this market sector, and the lowest prices of all providers.</p> <p>In the past, TÜV SÜD Auto Service GmbH has created processes that put customer benefit in the foreground and nevertheless lead to cost reductions. The bundling of offerings, as opposed to individual services, creates additional customer benefit and prevents discussions about prices.</p>

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	<p>In recent years, TÜV SÜD Auto Service GmbH has invested an average of around EUR 15 million a year in new TÜV Service Centres, optimisation of their service, and new companies. It ensures continuous internal growth through market-directed addition to its areas of work, or new services for the core target groups.</p> <p>TÜV SÜD Auto Service GmbH has organised its core business in a structure of branches. The States of Baden-Württemberg, Bavaria, Saxony and Hamburg are divided into 44 branches, each branch having about 5-10 TÜV Service Centres, each with about 50-100 employees. The branches, as autonomous business units, are responsible for their customers, for their market, for turnover and results, and for their employees. The region of Hessen, as a company on its own, is legally independent, but structured along the proven lines of TÜV SÜD Auto Service GmbH, and receives technical support from it within the framework of the branch structure.</p> <p>This branch structure places decision-making at decentralised locations, allowing the managers and the local teams to exercise a maximum of entrepreneurial initiative within the framework of an agreed planning corridors. Technical support of the work areas, education and training and quality assurance are carried out by central product and service areas, which act locally through "responsible persons" in the branches.</p> <p>With hard and fast service standards that are binding on all employees, and a uniform appearance of the TÜV Service Centres, the TÜV SÜD Auto Service GmbH assures comprehensive care of the customers, and their familiarity with the TÜV processes. In the course of a "customer care" project, the employees in their regional teams have, with the support of external coaches, analysed and optimised the processes on site. Within defined budgets, they were even able to make certain decisions on investments aimed at improving customer care at their own TÜV Service Centre.</p> <p>By means of regular, anonymous tests, TÜV SÜD Auto Service GmbH objectively evaluates the quality of its own service and inspections, and as a result takes specific measures for improvement, whether it is at a general level or employee-specific. A free-call telephone number at head office, which is active daily between 7.30 a.m. and 6 p.m. and printed on all test reports, allows any customer to contribute praise, criticism or suggestions for improvement to the service provided by TÜV SÜD Auto Service GmbH.</p> <p>This feedback serves as input to the internal quality management system. A central database allows the experts to query specific data (ABE data, type-specific faults, specific test notes) on the vehicles they have inspected.</p>
Germany-6	In the website www.tuev-nord.de , you can find all information about their organisation.
Great-Britain-1	VOSA, a government agency, delivers a range of activities which supports our customers efforts to remain compliant with current and new licensing, vehicle and traffic legislation. We identify and target those who are not compliant with a view to helping them become compliant or in the extreme stop them operating. Our overall purpose is embodied in our organisational aim: Contributing to the improvement road safety, environmental standards and the reduction of crime. VOSA carry out Licensing, Bus Regulation, Testing and Enforcement, PTI supervision of private garages, Enforcement and compliance of operators, Training and Education and Collision Investigations.
Hungary-1	The Transport Inspectorates in the 19 Counties, the Budapest Transport Inspectorate and the Central Inspectorate are supervised by the General Inspectorate of Transport and are together constituting the Transport Authority, which is a governmental body supervised by the Ministry of Economy and Transport. Its activity covers all modes of transport, by road, rail, water and air and also testing of drivers, etc.
Ireland-1	<p>The National Car Testing Service (NCTS), a member of the SGS Group, is responsible for the implementation and operation of the car testing service in Ireland. The National Car Test (NCT) is being conducted at 44 purpose built NCT centres nationwide.</p> <p>The NCT was introduced on 4 January 2000.</p> <p>NCTS sends notification letters to eligible customers, offering them a provisional booking for their NCT test. The proposed appointment is based on the initial date of the car (in the country of origin) and the NCT centre is determined by the customers address. The notification letter is sent to each eligible customer approx. 4-6 weeks prior to the anniversary of the first registration of the car, which is legally the date by which they must have their car tested. Provisional bookings will ideally be made 3-5 weeks prior to the vehicle's anniversary.</p> <p>If customers do not hear from NCTS and think their car may be eligible for the NCT, then they can phone directly. Owners of cars that have been off the road or have not been taxed for over 3 months will not be notified and it will be necessary for the owner to contact NCTS directly themselves.</p> <p>Following the receipt of the notification letter, the customer must contact NCTS to confirm, re-arrange (change time, date or centre) or cancel their booking.</p> <p>If the customer does not reply to the notification, their provisional appointment is automatically cancelled 10 working days prior to their appointment date (not incl.the day of the appointment)</p> <p>Once the customer has confirmed an appointment with NCTS, it can still be re-arranged by phone or</p>

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	<p>online. Internet booking and SMS booking is also available.</p>
Italy-1	<p>Until the end of 1996 periodical inspections in Italy were only executed by the General Directory of Public Motorisation (under the Ministry of Transport). Since 1997, the reparation centres can obtain the authorisation to execute periodical inspections.</p> <p>The structure of the General Directory of Motorisation changed. The department of the Ministry occupied by vehicles and the circulation on the road is called «Dipartimento per I Trasporti Terrestri».</p> <p>At present the periodical inspections are executed by the DTT for all categories in its own centres.</p> <p>The recognized reparation centres are only allowed to inspect certain categories.</p> <p>The biggest part of the inspections (92%) are carried out by the recognized reparation centres.</p>
Luxembourg-1	<p>www.snct.lu</p>
Macedonia-1	<p>The Drivers' Association of the Republic of Macedonia is a non-governmental and non-political organisation, with full legal identity, as association of 26 legal entities, based on a free membership.</p> <p>The organisation was founded in 1956 and in its 50-year-old development period has achieved a high level in the organisational, personnel and technical plan. Reflection of this is the achievement of the government authorization to perform several procedures for the official inspection of motor vehicles and their trailers.</p> <p>The basic duty and direction for the Drivers' Association of Macedonia is to perform technical inspections of all motor vehicles and their trailers in the country. At the moment the organisation authorises 35 examination points (stations for technical inspection) spread across the entire country, through which we examine over 50% of the registered vehicles in the Republic of Macedonia.</p> <p>Beside the periodical technical inspections for one-year registration of the motor vehicles and their trailers, the Drivers' Association performs special inspections over the motor vehicles that provide public transport for passengers and goods.</p> <p>The organisation is authorised to perform homologation inspections of the imported vehicle, to grant an "International driving license" and "Permit to use somebody else's vehicle" in a foreign country.</p> <p>Our duties are being performed according to the International Standard ISO 9001:2000 and ISO 17020, with a high level of professionalism.</p>
Netherlands-1¹	<p>RDW, Centrum voor Voertuigeninformatie and Toelating (Centre for Vehicle Information and Authorisation), monitors the safety and environment matters related to the Dutch vehicle fleet. This implies activities such as checking whether new types of vehicles meet the requirements of the Dutch and European legislation and regulation. Throughout the service life of the vehicle, RDW ensures its permanent compliance with the standards for safety and environment.</p> <p>RDW not only acts as supervisor but also registers data on vehicles, their owners/holders and the documents issued. Another of its duties is to provide information from the records to the authorities such as police and justice. A major field of RDW activity is setting up conditions for prevention and elimination of fraud and other criminal offences. RDW operates under the province of the Ministry of Transport and Public Works. www.rdw.nl</p>
Northern-Ireland-1	<p>The Driver & Vehicle Testing Agency became an Executive Agency within the Department of the Environment for Northern Ireland on 1 April 1992. Its primary aim is to promote and improve road safety through the advancement of driving standards and implementation of Government policies for improving the mechanical standard of vehicles. In support of these aims, the Agency's strategic objectives are to improve progressively the efficiency and effectiveness with which it operates systems of testing for both vehicles and drivers. It also aims to ascertain, through surveys, customers' requirements in the conduct and management of tests and, in this way, improve its total service.</p> <p>The Agency operates from 15 main practical tests centres and 6 theory test centres throughout Northern Ireland. The work of the Driver & Vehicle Testing Agency broadly embraces equivalent work carried out by the Vehicle & Operator Services Agency and the Driving Standards Agency in Great Britain. In addition, the Agency carries out the annual inspection of private cars and motorcycles. This work includes vehicle testing, driver testing, Approved Driving Instructors (ADI), Transport International Routier (TIR), Tachographs, road collisions and Certificate of initial fitness (COIF).</p>
Poland-1¹	<p>The Motor Transport Institute (ITS) is the road transport educational and scientific body directly dependent on the Ministry of Infrastructure. ITS manages its activity since 1952. It carries on scientific and research projects for the road transport in Poland.</p>

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	<p>ITS's activity is focused on the following directions:</p> <ul style="list-style-type: none"> - science studies for type approval of vehicles - studies for diagnostics and service processes and the association of vehicle inspection centres - laboratory studies of motorise products and materials - laboratory studies of environment protection - motorise product certification - Polish transport law: creating and concerning for its compatibility with EU law - economics problems and road transport organising and operating - road transport psychology - implementing of IT technology for the road transport - training for roadworthiness inspector candidates - training and examination for driver candidates and for professional driver candidates
Portugal-1 ¹	<p>ANCIA is a private association that represents most of the companies conducting periodic inspection in Portugal. Its members are spread over the whole country.</p>
Slovakia-1 ¹	<p>SLOVDEKRA Ltd. has been acting as the Ministry of Transport delegated organisation for technical inspections and vehicle tests since 1995. It is an independent organisation with a minority participation of the foreign partner - DEKRA (Germany). However, SLOVDEKRA is a young organisation, a result of the transformation process in 1994, it has a rich tradition in the field of periodic technical inspections of motor vehicles. In SLOVDEKRA are working employees - inspectors - who have been conducting technical inspections in the original public organisation gradually since 1975. At present SLOVDEKRA employs all together 150 established staff, 100 of them conduct technical inspections directly.</p> <p>SLOVDEKRA owns and operates 7 great technical inspection sites with 22 inspection lanes in the territory of the Slovak Republic, in which it provides complete services. The equipment of those inspection sites, covering the whole territory of the country, fully corresponds to the European standards. Their annual performance is about 162.000 technical inspections of all vehicles types and categories. In addition, the company has at present 55 other franchising partners providing technical inspection sites in the Slovak Republic. These inspection sites are working under the common sign of SLOVDEKRA-PARTNER and SLOVDEKRA provides the necessary know-how, training of inspectors and other connected services.</p> <p>At present periodic inspection of motor vehicles is conducted in the Slovak Republic on the base of the Traffic Act, which has been accepted in 1996. SLOVDEKRA has been significantly engaged in its preparation and application. Related executive regulations, range and inspection procedure incl. frequencies for periodic technical inspections of individual vehicle categories were processed in accordance with Council Directive 96/96/EC. They are throughout more stringent in some ways, because they prescribe e.g. technical inspections for motorcycles.</p> <p>The headquarter of SLOVDEKRA Ltd. is in Bratislava, where it also has its Laboratory authorised for road vehicle type tests, internationally recognised in ECE-UN and notified at Geneva for conducting approval tests under almost 20 ECE Regulations. Its identification is E 27/F. Activities in the vehicle experts' department and quality management are creating the profile of this company.</p> <p>SLOVDEKRA ensures all the necessary activities concerning the technical inspection of vehicles for the whole network of inspection sites in the Slovak Republic, incl. technical inspection results processing in accordance with valid legislative. At the same time it is the greatest organisation for technical inspections in the country. www.slovdekra.sk</p>
Slovakia-2 ¹	<p>The S-EKA company is authorised by the Ministry of Transport, Posts and Telecommunication (MDPT) for the emissions controls (EC) of the road motor vehicles. The S-EKA is a private company, that carries out the activities delegated by the State. The company realises the complex activities on the basis through a network of emission control workplaces throughout Slovakia.</p> <p>The S-EKA, in spite of the small number of staff (10) - in cooperation with MDPT administrates the whole network of 390 workplaces throughout the country. These workplaces conduct the emission test on vehicles with combustion ignition engines and with spark ignition engines - they are located in vehicle repair shops, in technical inspection stations as well as in technical schools and police vehicle repair shops. Approx. 85% of these workplaces are in the private sector.</p>
Slovakia-3	<p>The company TESTEK, s.r.o. had won in September 2005 the tender called for by the Ministry of Transport, Post and Telecommunication of Slovak Republic and at the beginning of the year 2006 started its activities as "technical service for technical vehicle inspections".</p> <p>The tasks of the "technical service for technical vehicle inspections" are defined by the Slovak Act No. 725/2004 on conditions of vehicle operation in the road traffic and can be divided into three domains:</p> <ul style="list-style-type: none"> - Expert activities in field of vehicle inspection (development of new inspection methods, assessment of inspecting centres and inspecting equipment, education and training of inspectors); - Inspection data collection, transmission and analyzing;

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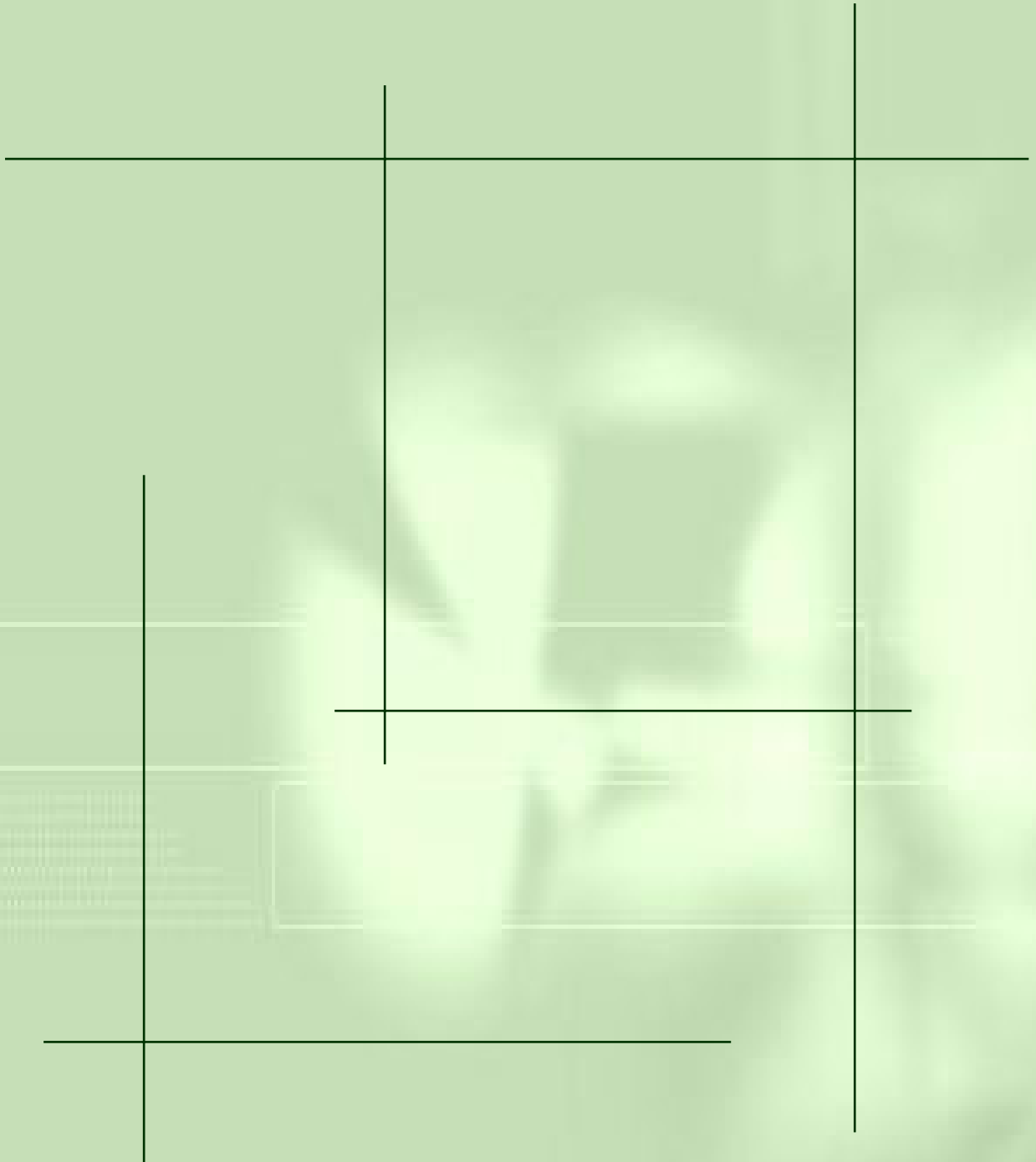
	<p>- Supplying of inspecting forms, stickers and stamps.</p> <p>The company is accredited as an inspection body of type A according to ISO/IEC 17020 standard.</p>
Slovenia-1	<p>The Association of Technical Inspection of Vehicles is a part of Chamber of commerce and associates 71 private organisations which work in periodic technical inspection. Periodic Technical Inspection is fully privatised and done by the organisations that are authorised by the Ministry of Internal Affairs. In the past each organisation communicates with the ministry by their selves what caused some problems. PTI can be carried out by every organisation that fulfils some demands stated in the regulation: premises, equipment and staff.</p>
Spain-1 ¹	<p>Applus+ Iteuve is the business line of Applus+ specialised in safety and environmental certification of vehicles within the European and South American market. With its headquarters in Barcelona (Spain), it is the outstanding market leader in Spain and it also is present in Argentina, Brazil, Ecuador, Chile, Germany and Portugal.</p> <p>Applus+ Iteuve Spain operates in 8 different Spanish Regions (Andalucia, Aragon, Baleares, Canarias, Castilla la Mancha, Catalunya, Euskadi, Valencia).</p> <p>The business strategy of Applus+ Iteuve focuses its strength on customer service and technology. It a continuously investing in R&D projects which allow it to implement in the vehicle certification centres the latest technologies (e.g.: OBD) but, at the same time it has got a highly motivated team of professionals who work everyday for maintaining and improving the high level of customer service.</p> <p>Applus+ Iteuve is a part of Applus+ AC (Automotive Certification) which is the business division of Applus+ specialised in vehicle certification within the automotive sector, either safety or environmental, and is present in USA (Applus+ Technologies Inc.), South America, Europe (Applus+ Iteuve) and Asia (Applus+ Nanjing).</p> <p>Applus+ is a global company which has business in 16 countries and in more than 25 growing sectors. The business vision of Applus+ is to become the global reference in certification. In order to certify that the highest standards are being met, it tests, inspects, endorses, verifies and analyses services within the sector.</p>
Spain-2	<p>Grupo ITEVELESA is a private company whose main activity is the technical inspection of vehicles from 1987 in the scope of performance of Spain. At the moment Grupo ITEVELESA conducts vehicle inspection in 7 of the 17 Spanish autonomous communities (Castilla Leon, Madrid, Castilla la Mancha, Cantabria, Aragon, Murcia and Rioja) and in the autonomous city of Ceuta.</p> <p>Last year Grupo ITEVELESA conducted directly or indirectly through participated societies 1487000 inspections, with nearly 600 employees in 32 fixed inspection station, 12 part time inspection centres and 15 mobile units.</p> <p>Grupo ITEVELESA is the 3rd Spanish national inspection organisation of vehicles. Other ITEVELESA activities are: industrial inspection and metrology.</p>
Spain-4 ¹	<p>Revisions de Vehiculos sa (RVSA) is a private organisation that inspects vehicles in Catalonia by administrative concession of the government of the 'Generalitat de Catalunya'</p>
Spain-5	<p>AECA-ITV (Asociación Española de Entidades Colaboradoras de la Administración en la Inspección Técnica de Vehiculos) is the Spanish Association of Institutions Collaborating with the Government in Vehicle Inspection.</p> <p>It was founded in 1982 by the first private companies officially authorised by the Spanish Ministry of Science and Technology to perform vehicle inspection services for users who had to undergo the MOT test. AECA-ITV is a non-profit business association, which at present comprehends virtually all the companies (both public and private) rendering vehicle inspection services in Spain; specifically 46 companies managing 311 vehicle inspection centres, with 767 inspection lanes altogether.</p> <p>The main activity of AECA-ITV is centred in the representation of all those corporations before the institutions and official agencies related to the world of automobile and road safety, both national and international. Between these are: Central and Local Governments, automobile manufacturers, automobile parts manufacturers, insurance corporations, vehicle repair services, users associations, mass media, etc.</p>
Sweden-1	<p>Background.</p> <p>On a Parliament decision, Bilprovningen was established in September 1963 as a special company exclusively created and designed for inspection of vehicles. The operation was started January 1, 1965, when periodic safety inspections became compulsory for all registered motor vehicles and trailers. The company also took over the majority of vehicle inspections previously carried out by the Vehicle Inspectorate, its state operated predecessor.</p> <p>At the start in 1965, the company had 108 permanently and 27 intermittently open inspection stations (centres) and a staff of about 500 people. About 800000 vehicle inspections were made.</p> <p>Owners, share capital, initial financing, and inspection fee.</p> <p>The inspection company is a joint-stock company. The Government has a dominating influence and</p>

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	<p>holds the majority of the shares. (52%). The remainder is divided between the Motorists' Association (15%), the Commercial Motorists' Association (9%), the Insurance Companies (12%) and the Swedish Association for Motor Retail Trade and Repairs (12%).</p> <p>The share capital was initially just 1 million SEK, but was increased to 40 million SEK in 1994. The turn-over 2005 was 1486 million SEK. The solidity was 46% (2005) and the company owns the majority of its premises.</p> <p>The company is entirely financed by the inspection fee, set by the National Road Authority.</p> <p>Organisation, management and staff.</p> <p>Today, the network includes 177 inspection stations and a staff of 2000 people, whereof a total of about 160 work at the head office. All inspections within the monopoly, such as periodic inspections and type- and single approval, are carried out by the mother company, whilst other inspections outside the monopoly, such as voluntary inspections or inspections required by the law, are carried out in subsidiary companies.</p> <p>The stations are located according to the distribution of the population - over 97% of the Swedish vehicle owners live within 30 km of an inspection station, and almost 99% within 60 km.</p> <p>At the moment, there are altogether 663 inspection lines whereof 477 are constructed exclusively for light vehicles. The rest are lines with inspection pits, intended to be used mainly for heavy vehicles and vehicle combinations, i.e. drawing vehicles and trailers.</p> <p>The inspection stations are organised in 16 districts, each of them headed by a district manager.</p> <p>The inspection staff at the inspection station is recruited among applicants with good theoretical technical background and some years of experience from the vehicle repair field. They are trained at internal courses conducted by the training unit of the head office that, together with the station managers, have the responsibility for both basic and further training.</p> <p>To perform the inspection in a correct way, the Swedish laws and regulations regarding technical and environmental requirements on vehicles, and also the European requirements in different EEC directives and ECE regulations, are important parts of the theoretical education of all technical personnel. Annual refresher courses keep them updated.</p> <p>At the head office department for inspection, personnel with theoretical knowledge on master degree level are employed together with mechanical engineers with good practical experience from inspection field.</p> <p>Since a few year back, the contents for the periodic inspection and the methods for inspection follows the directive 96/96/EEC.</p>
<p>Switzerland-1</p>	<p>The 'Association des Services des Automobiles' (ASA) of Switzerland is the association of all cantonal (26) vehicle organisations.</p> <p>In Switzerland more than 95% of the inspections are conducted by public bodies; the vehicle organisations of each Canton which represent the registration authority.</p> <p>Each organisation delivers the drivers' licences, the registration document and conducts the technical inspections.</p> <ol style="list-style-type: none"> 1. The vehicle fleet in Switzerland mounts to 5.300.000 vehicles 2. Yearly, approx. 1.300.000 vehicles are inspected in Switzerland 3. Currently, only one Canton has an autonomous status under the protection of the State (Canton de Fribourg, vehicle fleet: 182.700) 4. The Canton de Genève (fleet: 300.000) delegates a part of the 1st periodic inspection (4 years) to about 7 accredited garages (approx. 10.000 inspections/year) 5. The 'Touring Club Suisse' also inspects in some Cantons (by delegation): about 20.000-30.000 inspections/year 6. The Canton d'Argovie' partly delegated (01/01/2000) the periodic inspection of (tourist)vehicles to the 'Union professionnelle Suisse de l'automobile (UPSA)' - 2 inspection stations: 20.000 inspections/year 7. Several cantons are ISO 9001-2000 certified. 8. Only one canton is ISO 17020 accredited for technical inspection.
<p>USA-1</p>	<p>With its headquarters in Chicago, Applus+ is one of North American leaders in implementing and managing complete vehicle emissions inspections and maintenance and safety inspection services. Applus+ develops, executes and manages vehicle inspection programs for state and local government agencies. Providing clients a full range of services from design and development to management and operation of centralised, decentralised and hybrid inspection programs. Applus+ enjoys a prominent position in the management of vehicle inspection and maintenance programs and maintains a pioneering record in the industry.</p>
<p>USA-2¹</p>	<p>Environmental Systems Products (ESP) Holdings Inc. is a private corporation and is the world's leading supplier of testing services and test equipment for designing, implementing and operating safety and emissions inspection and maintenance (I/M) programs. ESP develops and delivers vehicle</p>

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	<p>testing technologies to public policy makers and system operators. It is the only full service, sole source, turn-key provider of testing solutions to global markets, contracting with states, foreign governments and foreign partners. ESP has sold over 23.000 testing systems, operates over 1.000 lanes, has contracted more than 223 million tests globally, and has over 3.000 employees exclusively directed to the vehicle inspection industry. ESP provides inspection technologies to centralised, test-only inspection programs as well as decentralised test & repair inspection programs.</p>
Argentina-1 ¹	<p>SACTA, ITEVEBA & ITEVECO are part of the organisation SGS Argentina sa. They are concessionaires of the state and work under the supervision of and rules determined by the Municipality of Buenos Aires Autonomous City, the Cordoba Municipality and the Buenos Aires Government.</p>
Argentina-2	<p>Applus Argentina SA is a private organisation with a concession to do inspection in some parts of the Province of Buenos Aires, Argentina.</p>
Chile-1	<p>Applus Chile SA is a private organisation with a concession to do inspection in Santiago de Chile.</p>
New Zealand-1	<p>Land Transport New Zealand is a crown entity formed on 1 December 2004 to take responsibility for land transport funding and promote land transport safety and sustainability.</p> <p>The organisation was established under the Land Transport Management Amendment Act 2004 and is governed by a board of six to eight members appointed by the Minister of Transport.</p> <p>Under the Land Transport Management Act 2003, we are responsible for promoting land transport safety and sustainability. Our functions include managing access to safe and sustainable transport on land through:</p> <ul style="list-style-type: none"> - Licensing and regulation - Monitoring and communicating information - Funding development and operation. <p>More information is available at http://www.ltsa.govt.nz/about/who-and-what.html</p>
New Zealand-2	<p>VTNZ is a private company owned by the Motor Trade Association. We have a number of contractual agreements with Land Transport New Zealand to provide vehicle inspection services throughout New Zealand.</p> <p>VTNZ does not do vehicle repairs and is therefore considered to be independent. We operate in a competitive market and price independently. In the passenger car market we compete with over 3000 other garages and workshops who also do repairs. In the heavy vehicle market we compete with 2 other suppliers who like us do not do repairs.</p> <p>In addition to periodic inspections we also inspect used vehicles that are imported in to New Zealand and we provide pre-purchase inspections for customer who require a vehicle condition report prior to purchase.</p>
New Zealand-3 ¹	<p>On Road New Zealand Ltd is a service delivery agent operating under delegated authority from the LTSA of New Zealand. On Road is a privately owned and operated organisation. LTSA is a Crown Agency of the New Zealand Government.</p> <p>www.onroad.co.nz</p>



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