

MOTOR BODY REPAIRER (MBR) COMMUNICATION

Dear Service Providers

SANTAM MOTOR BODY REPAIRER (MBR): APPLICATION REQUIREMENTS 2022

Santam considers its suppliers as business partners and an extension of the Santam brand. As part of the sourcing process in developing a diverse, resilient and sustainable supply chain, we rely on our suppliers to conduct business transparently and credibly. This communication allows potential suppliers to familiarise themselves with the basic information required/necessary for the supplier onboarding process. The information supplied is specific to the various categories in the Santam supply chain and may require further mandatory compliance and governance to complete the onboarding process.

How to apply?

All new MBR application requests must be sent to the following email address for review: ClaimsMotorProcurement@santam.co.za

IMPORTANT NOTE: Any supplier that previously had an agreement in place with Santam Limited, may only re-apply to be onboarded as a preferred supplier after a period of 3 (three) years from the date of the termination of the respective agreement.

Below is a **high-level minimum requirements** with regards to the MBR application process:

Our requirements follows the SAIA guideline but is not limited to the SAIA requirements.

Step 1: Vendor registration on Santam Supplier Portal

Please note that the portal link will be emailed to you once the MBR application process has commenced.

Step 2: Minimum mandatory entry level criteria

Santam would like to afford **all suppliers** a fair opportunity to do business with them, conditional upon the minimum entry-level criteria listed below:

NO.	MANDATORY REQUIREMENT DOCUMENTS	ADDITIONAL INFORMATION	MANDATORY
1	Latest MIBCO forecast	All employees to be registered with MIBCO. Job titles/occupation must be listed on MIBCO Forecast. Example: XK-Spraypainters to XA-Automotive Body Repairer (At least 1 qualified spray painter and 1 qualified automotive body repairer/panelbeater (owner)	YES
2	VDQ certificate per estimator	The VDQGBSA is registered with the South African Qualifications Authority (SAQA) as a professional body (ID 1049) and the only legal representative body of the vehicle damage quantification qualification in South Africa. How to obtain membership of the Vehicle Damage Quantification Governance Board of SA (VDQGBSA)? Register on the VDQGBSA website at www.vdqbsa.co.za	NO Please note: As from 1 January 2023, certificate will be mandatory for all new and existing MBRs.

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NO.	MANDATORY REQUIREMENT DOCUMENTS	ADDITIONAL INFORMATION	MANDATORY
3	Business current registration certificate (CIPC)	NOTE: Company registration certificate: <ul style="list-style-type: none"> • MBR company current registration certificate • If sole proprietor, a copy of the owner's/owners' ID book(s) • If partnership, a copy of the partnership agreement • If private company, copies of share certificates (All to be in-force i.e. registration certificate, signed and dated documentation) 	YES
4	Tax clearance certificate (not expired)	Business must be in good standing. Tax pin document status must be in good standing, NOT tender.	YES
5	BBBEE certificate or sworn BBBEE affidavit	Document must be valid for 12 months on date of application.	YES
6	Proof of insurance	Public liability, Fire and Theft and Sasria	YES
7	Stamped letter from the bank	Letter should not be older than 3 months to confirm business bank details.	YES
8	Latest Audatex statement	Business must have an active Abuntex account.	YES
9	OEM factory approval certificates	No expired documents will be accepted (if applicable to your business). Applicable to all in-warranty repairs.	YES

Step 3: Site evaluation to be passed

NO.	SITE	ADDITIONAL INFORMATION
1	Business premises	Must conform to local government by-laws and occupational health and safety standards. Provide certificate of compliance with municipality by-laws and zoning regulations.
2	Signage	Indicating business name, contact details and business hours needs to be clearly visible from the outside.

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NO.	SITE	ADDITIONAL INFORMATION
3	Workshop	Designated well-lit areas MUST be under roof in accordance with the motor body repair shop specifications: <ul style="list-style-type: none"> • Panel-beating bay • Stripping and assembly bay • Paint preparation bay • Polishing bay • Inspection bay • Delivery bay
4	Paintshop (enclosed spray booth or spray room)	Must be a fully functional spray booth and paint mixing room with minimum requirement. <p>MINIMUM REQUIREMENTS:</p> <ul style="list-style-type: none"> • Heating system operational • Control system, lighting switch, timer switch, temperature gauge and pressure gauge operational • Mixing-room mixer fully functional • Mixing-room scale calibrated and functional • Mixing-room computer functional • No make-shift spraybooth will be allowed
5	Vehicle check-in and check-out list	Supplier to maintain standard check-in and check-out listing as part of the repair process. Example: Pre and post sanitisation and other.
6	Digital assessment capabilities	Taking pictures and loading them as part of the quotation process.

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NO.	SITE	ADDITIONAL INFORMATION
7	Appropriate repair equipment for MBR job grading	<p>IMPORTANT FUNCTIONALITIES:</p> <ul style="list-style-type: none"> Hydraulic equipment operational Measuring system operational Variety of pulling clamps available Variety of pulling chains available Vehicle holding clamps functional Pulling equipment: Porta power jack, speed bench, Korek pulling ram Cutting equipment: Air saw, grinder, spot-weld drill, cutting torch Welding equipment: CO2 welder, spot welder General tools: Trolley jack, trestles, spanner set, socket set, screwdriver set, spline set, plier set, drill bits, clip remover tools Panel beating equipment: Dent puller, panel-beating hammer, dolly set, body file, pin file, filler files, chisels Vehicle lift: Two post hoist, four-post hoist Testing equipment: Diagnostic tool, headlamp levelling tool, engine compression tester, radiator pressure tester, battery protector (anti zap), battery tester
8	Customer reception	Area must be separate from workshop or repair area. Protection equipment must be in accordance with Covid-19 regulations.
9	Ablution facilities	Dedicated ablution/toilet facilities for customers only. Bathroom facilities for customers, protection equipment must be in accordance with Covid-19 regulations.
10	OHS certificate	OHS working conditions require valid certificates and equipment, including PPE for all staff and customers. A health and safety compliance certificate is a certifying document that asserts and approves a workplace as legally compliant with the Occupational Health and Safety Act requirement.
11	Zoning certificate	Business premises must conform to local government by-laws and occupational health and safety standards. Provide certificate of compliance with municipality by-laws and zoning regulations. The zoning certificate contains information relating to, among others, the existing zoning, the purpose for which the property may be used for, building lines, height, coverage, and floor area ratio (FAR).

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NO.	SITE	ADDITIONAL INFORMATION
12	Security	<ul style="list-style-type: none"> Secure parking and storage facilities, during business and after hours Recent photos of alarm system Security personnel High fence wall with locked gates Electric fence
13	Office equipment and administration	<p>Examples:</p> <ul style="list-style-type: none"> Formal invoice Quotation Job card Vehicle hand over processes Digital assessment equipment (camera/smartphone)
14	Indemnity signage clearly visible	<ul style="list-style-type: none"> Name, contact details and business hours Clearly visible indemnity signage
15	Fire-fighting equipment	Valid/non-expired fire-fighting equipment that is in working order.
16	OHS working conditions	Valid required certificates and equipment, including PPE for all staff and customers. OHS certificate: A health and safety compliance certificate is a certifying document that asserts and approves a workplace as legally compliant with the Occupational Health and Safety Act requirement.

DEFINITIONS

- Motor body repairer** means a business enterprise that performs structural repairs and non-structural repairs to motor vehicles but excludes dealers.
- Major structural repairer** means the work undertaken to mend, restore, refinish, and replace, inter alia, the bodywork and frames, painting and treating the surface and fixing the glass (if undertaken as part of the foregoing activities) of motor vehicles.
- Non-structural repairer** means work undertaken to restore the damaged interior and exterior parts of a motor vehicle that do not have an intrinsic bearing on the mechanical functioning of the motor vehicle, including plastic, aluminium and steel parts.
- By-laws** are laws managed by municipalities. The Constitution of South Africa gives municipalities the power to pass their own legislation in the form of by-laws for subject areas. These by-laws hold the same power and force as other national and provincial legislation.

Kind regards

SANTAM GROUP SOURCING TEAM