

CARAVAN REPAIRER COMMUNICATION

Dear Service Providers

SANTAM CARAVAN REPAIRER: APPLICATION REQUIREMENTS

How to apply?

All new Caravan repairer application requests must be sent to ClaimsMotorProcurement@santam.co.za for review.

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** regarding the Caravan repairer application process:

Step 1: Vendor registration on Santam Supplier Portal

Please note the portal link will be emailed to you once the caravan repairer 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.	YES
2	Business current registration certificate (CIPC)	<p>NOTE: Company registration certificate:</p> <ul style="list-style-type: none"> Caravan repairer 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
3	Tax clearance certificate (not expired)	Business needs to be in good standing. Tax pin document status needs to be in good standing, NOT tender.	YES
4	BBBEE certificate or sworn BBBEE affidavit	Document needs to be valid for 12 months on date of application.	YES
5	Proof of insurance	Defective workmanship and products liability, Client's caravan cover and caravan panel beating cover	YES
6	Stamped letter from the bank	Letter should not be older than 3 months to confirm business bank details.	YES
7	OEM factory approval certificates	No expired documents will be accepted (if applicable to your business). Applicable to all in-warranty repairs.	YES

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NO.	MANDATORY REQUIREMENT DOCUMENTS	ADDITIONAL INFORMATION	MANDATORY
8	Workman's Compensation		YES

Step 3: Site evaluation to be passed

NO.	SITE	ADDITIONAL INFORMATION
1	Business premises	Needs to conform to local government by-laws and occupational health and safety standards. Provide certificate of compliance with municipality by-laws and zoning regulations. <ul style="list-style-type: none"> • Name, contact details and business hours. • Clearly visible indemnity signage.
2	Signage/name boards	Indicating business name, contact details and business hours needs to be clearly visible from the outside.
3	Electricity and water	Must have running water and electricity.
4	Workshop	Designated well-lit areas MUST be under roof in accordance with the caravan repair shop specifications: <ul style="list-style-type: none"> • A least 400m² under roof • Roofed areas to protect against natural elements • Safety equipment and signs • Sufficient security/alarm/security guards • Fire extinguisher • Work bench • Standard tools • Electrical tools • Compressor and air tools • Spray-painting facility and equipment • Fibreglass and equipment • Hydraulic press • Hydraulic jacks
5	Qualified personnel	<ul style="list-style-type: none"> • Carpenter • Welder • Spray painter • Fibre glass
6	Digital assessment capabilities	Taking pictures and submitting them as part of the quotation process.

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NO.	SITE	ADDITIONAL INFORMATION
7	Warranty on work	At least 1-year warranty.
8	Customer reception area	<ul style="list-style-type: none"> • Area needs to be separate from workshop or repair area. Protection equipment to be in accordance with Covid-19 regulations. • Receptionist • Telephone • Computer and printer • Office furniture
9	Ablution/toilet facilities	Dedicated ablution/toilet facilities for customers only. Bathroom facilities for customers, protection equipment to be in accordance with Covid-19 regulations.
10	Security	<ul style="list-style-type: none"> • Secure parking and storage facilities, during business and after hours. • High fence wall with locked gates. • Electric fence.
11	Office equipment and administration	<p>Examples:</p> <ul style="list-style-type: none"> • Formal invoice. • Quotation. • Job card. • Vehicle hand over processes.
12	Fire-fighting equipment	Valid/non-expired fire-fighting equipment that is in working order.
13	OHS working conditions	<p>Valid required certificates and equipment, including PPE for all staff and customers.</p> <p>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.</p>

Kind regards

SANTAM GROUP SOURCING TEAM

www.santam.co.za