

# MOTOR BODY REPAIRER (MBR) COMMUNICATION

Dear Service Providers

## SANTAM MOTOR BODY REPAIRER (MBR): APPLICATION REQUIREMENTS 2021

### How to apply?

All new MBR application requests need to be send to the following e-mail address for review: [ClaimsMotorProcurement@santam.co.za](mailto:ClaimsMotorProcurement@santam.co.za)

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

### Step 1: Vendor registration on Santam Supplier Portal

Please note that the portal link will be e-mailed 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 needs to 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.  <b>How to obtain membership of the Vehicle Damage Quantification Governance Board of SA (VDQGBSA)?</b> Register on the VDQGBSA website at <a href="http://www.vdqbsa.co.za">www.vdqbsa.co.za</a>	YES
3	Business current registration certificate (CIPC)	<b>NOTE: Company registration certificate:</b> <ul style="list-style-type: none"> <li>• MBR company current registration certificate.</li> <li>• If sole proprietor, a copy of the owner's/owners' ID book(s).</li> <li>• If partnership, a copy of the partnership agreement.</li> <li>• If private company, copies of share certificates (All to be in-force i.e. registration certificate, signed and dated documentation).</li> </ul>	YES

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NO.	MANDATORY REQUIREMENT DOCUMENTS	ADDITIONAL INFORMATION	MANDATORY
4	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
5	BBBEE certificate or sworn BBBEE affidavit	Document needs to 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 needs to have an active Abuntex account.	YES
9	OEM factory approval certificates	No expired documents will be accepted (if applicable to your business). Applicable to <b>all</b> in-warranty repairs.	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.
2	Signage	Indicating business name, contact details and business hours needs to be clearly visible from the outside.
3	Workshop	Designated well-lit areas <b>MUST</b> be under roof in accordance with the motor body repair shop specifications: <ul style="list-style-type: none"> <li>• Panel-beating bay</li> <li>• Stripping and assembly bay</li> <li>• Paint preparation bay</li> <li>• Polishing bay</li> <li>• Inspection bay</li> <li>• Delivery bay</li> </ul>

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NO.	SITE	ADDITIONAL INFORMATION
4	Paintshop (enclosed spray booth or spray room)	<p>Must be a fully functional spray booth and paint mixing room with minimum requirement.</p> <p><b>MINIMUM REQUIREMENTS:</b></p> <ul style="list-style-type: none"> <li>• Intake and exhaust system operational.</li> <li>• All filters in place and functional.</li> <li>• Heating system operational.</li> <li>• Control system, lighting switch, timer switch, temperature gauge and pressure gauge operational.</li> <li>• Mixing-room mixer fully functional.</li> <li>• Mixing-room scale calibrated and functional.</li> <li>• Mixing-room computer functional.</li> <li>• No make-shift spraybooth will be allowed.</li> </ul>
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.
7	Appropriate repair equipment for MBR job grading	<p><b>IMPORTANT FUNCTIONALITIES:</b></p> <ul style="list-style-type: none"> <li>• Hydraulic equipment operational.</li> <li>• Measuring system operational.</li> <li>• Variety of pulling clamps available.</li> <li>• Variety of pulling chains available.</li> <li>• Vehicle holding clamps functional.</li> <li>• Pulling equipment: Porta power jack, speed bench, Korek pulling ram.</li> <li>• Cutting equipment: Air saw, grinder, spot-weld drill, cutting torch.</li> <li>• Welding equipment: CO<sub>2</sub> welder, spot welder.</li> <li>• General tools: Trolley jack, trestles, spanner set, socket set, screwdriver set, spline set, plier set, drill bits, clip remover tools.</li> <li>• Panel beating equipment: Dent puller, panel-beating hammer, dolly set, body file, pin file, filler files, chisels.</li> <li>• Vehicle lift: Two post hoist, four-post hoist.</li> <li>• Testing equipment: Diagnostic tool, headlamp levelling tool, engine compression tester, radiator pressure tester, battery protector (anti zap), battery tester.</li> </ul>
8	Customer reception	Area needs to be separate from workshop or repair area. Protection equipment to be in accordance with Covid-19 regulations.

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NO.	SITE	ADDITIONAL INFORMATION
9	Ablution 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"> <li>• Secure parking and storage facilities, during business and after hours.</li> <li>• Recent photos of alarm system.</li> <li>• Security personnel.</li> <li>• High fence wall with locked gates.</li> <li>• Electric fence.</li> </ul>
11	Office equipment and administration	Examples: <ul style="list-style-type: none"> <li>• Formal invoice.</li> <li>• Quotation.</li> <li>• Job card.</li> <li>• Vehicle hand over processes.</li> <li>• Digital assessment equipment (camera/smartphone).</li> </ul>
12	Indemnity signage clearly visible	<ul style="list-style-type: none"> <li>• Name, contact details and business hours.</li> <li>• Clearly visible indemnity signage.</li> </ul>
13	Fire-fighting equipment	Valid/non-expired fire-fighting equipment that is in working order.
14	OHS working conditions	Valid required certificates and equipment, including PPE for all staff and customers. <b>OHS certificate:</b> 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

1. **Motor body repairer** means a business enterprise that performs structural repairs and non-structural repairs to motor vehicles but excludes dealers.
2. **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.
3. **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.
4. **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.

Regards

**THE SANTAM GROUP SOURCING TEAM**