

# HEAVY COMMERCIAL VEHICLES COSMETIC REPAIRS (HVC)

Dear Applicant,

## SANTAM HEAVY COMMERCIAL VEHICLES COSMETIC REPAIRS (HVC): APPLICATION MINIMUM REQUIREMENTS

### How to apply?

All HVC applications are submitted and completed online on our Vendor Portal. The Vendor Portal is a web-based facility where applicants and contracted suppliers are provided access to maintain their profile in terms of business details. The responsibility to ensure that these details are kept up to date remains the responsibility of the applicant/contracted supplier.

**Important Note:** Any applicant that previously had an agreement (as service provider) terminated with Santam, may only re-apply after a period of 36 months from the date of the termination of their respective HVR Agreement.

Applicants are required to upload the below high-level minimum requirements with regards to the HVR application process:

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

Use the following link to access the Vendor Portal: <https://supplier.santam.co.za/slvp>

### Step 2: Minimum compulsory entry level criteria

Below is the detail that every applicant is required to possess and upload onto their record on the portal in order to meet our minimum requirements. Santam would like to afford all suppliers a fair opportunity to do business with them, conditional upon the minimum entry-level criteria listed below:

#### A. Standard Compliance Requirements

Number	Compliance Detail	Additional Information
1.	Provide Company Registration Documents	CIPC ownership certificate confirming business registration.
2.	Provide Owner/s ID Copies	Certified Identity Document copies of business owner/s and Directors.
3.	Provide proof of Shareholding	Include summary of shareholding.
4.	Provide Proof of Banking Letter	Stamped proof of business banking confirmation letter not older than 90 days.
5.	Provide Tax Clearance Certificate	Tax Good Standing certificate. Tax pin document status needs to be in good standing, NOT tender.
6.	Provide BBBEE Certificate or sworn BBBEE Affidavit	Valid declaration of the measure of black ownership in your business.
7.	Provide Proof of Insurance Summary	Summary of cover confirming cover of no less than R 5 million per occurrence for Public Liability, Fire and Theft Loss and SASRIA.

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## B. Operational Requirements

Operational minimum requirements needed in order for an application to be considered for inclusion on Santam's panel of repairers.

Number	Operational Detail	Additional Information
1.	Upload Current MIBCO Forecast	MIBCO forecast should confirm employment of a Body Repairer and Spray Painter.
2.	Upload OHS Certificate	Your business must be certified to ensure that it is compliant to Occupational Health and Safety standards. A valid certificate is required.
3.	Upload VDQ Certificate	Your Estimator must be registered with VDQBSA and be in possession of a Vehicle Damage Quantifier Certificate. Register on the VDQBSA website at <a href="http://www.vdqbsa.co.za">www.vdqbsa.co.za</a>
4.	Upload Fire Fighting Equipment Certificate of Completion/Service Certificates	Current service and testing confirmation of all fire equipment.
5.	Upload Vehicle Lifts Certificate of Completion /Service Certificates	Are all vehicle lifts (mobile or static) serviced and have valid certificates in accordance with Occupational Health and Safety Act requirements.
6.	Upload Zoning Confirmation	Confirmation of specific zone classification of the land parcel where your business is situated.

## C. Site Requirements

Upload photographs (at least 1x clear photograph per section in .pdf format) of the following designated working areas are required.

Number	Site Area	Additional Information
1.	Signage	Outside signage photographs of business name, contact details and business hours needs to be clearly visible from outside your company. Photographs of working areas need to display clear signage.
2.	Workshop	<ul style="list-style-type: none"> <li>• Full frontal view of the shop.</li> <li>• Clearly visible indemnity signage.</li> <li>• Client parking area.</li> <li>• Reception area.</li> <li>• Customer seating area (needs to be separate from workshop or repair area).</li> <li>• Client ablution facilities.</li> <li>• Admin offices/admin area.</li> <li>• Staff area.</li> <li>• Paint preparation area.</li> <li>• Spray booth, equipment, (including inside photos and service records).</li> <li>• Photo of your Fire equipment (including service records).</li> <li>• Parts storage area.</li> <li>• Delivery Bay / Stripping &amp; Assembly Bay/ Panel Beating Bay / Wheel Alignment Bay / Chassis Straightening / Vehicle Lift / Pit Area / Inspection Bay &amp; Wash Bay.</li> </ul>

## D. Technical Requirements

Photographs (at least 1x clear photograph with signage of each area and in .pdf format) of the following designated working areas are required.

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Number	Technical Area	Additional Information
1.	Paintshop (enclosed spray booth or spray room)	<p>Must be a fully functional spray booth and paint mixing room with the following minimum requirements:</p> <ul style="list-style-type: none"> <li>• Intake and exhaust system must be operational.</li> <li>• All filters in place must be functional.</li> <li>• Heating system must be operational.</li> <li>• Control system, lighting switch, timer switch, temperature gauge and pressure gauge must be operational.</li> <li>• Mixing-room mixer / Mixing-room scale must be calibrated / Mixing-room computer must be functional.</li> <li>• No makeshift spraybooth will be allowed.</li> </ul>
2.	Vehicle check-in and check-out list	You need to maintain standard check-in and check-out listing as part of the repair process.
3.	Digital assessment capabilities	Taking pictures and loading them as part of the quotation process.
4.	General repair equipment	<ul style="list-style-type: none"> <li>• Trolley jack, Minimum of 6 trestles, spanner set, socket set, screwdriver set, spline set, plier set, drill bits, clip remover tools, Work bench, Torque Wrench, Rivet remover and applicator.</li> <li>• Dent puller, panel-beating hammer, dolly set, body file, pin file, filler files, chisels.</li> <li>• <b>Vehicle lift:</b> Adequate vehicle hoisting capability, including overhead crane (optional).</li> <li>• Hydraulic equipment / Measuring system / Variety of pulling clamps / Variety of pulling chains / Vehicle holding clamps.</li> <li>• Air saw, grinder, spot-weld drill, cutting torch.</li> <li>• Pulling tower with up to 3m height and a 10-ton pulling capacity (Eg. Josam, Black Hawk, Celete, etc)</li> <li>• Air saw, grinder, spot-weld drill, cutting torch, Plasma Cutter (optional).</li> <li>• CO2 welder, spot welder, Induction Heater, Pneumatic Spot welder remover.</li> <li>• Cab repair bench, Cab jigs, Laser Alignment for cabs, Cab moving straps.</li> <li>• Diagnostic tool, headlamp levelling tool, engine compression tester, radiator pressure tester, battery protector (anti zap), battery tester.</li> <li>• Air driven hydraulic pumps with pressure gauge.</li> </ul>

The background image shows a close-up of a car's front wheel on a road at night. The scene is illuminated by warm, golden light, likely from streetlights, creating a bokeh effect in the background. The text "HEAVY COMMERCIAL VEHICLES COSMETIC REPAIRS (HVC)" is overlaid in large, white, bold, sans-serif capital letters.

# HEAVY COMMERCIAL VEHICLES COSMETIC REPAIRS (HVC)

## DEFINITIONS

1. **Heavy Commercial Vehicle** - means any vehicle above 3,500 kilograms in weight.
2. **Heavy Commercial Vehicles Repairer** - means a business enterprise that performs structural repairs and non-structural repairs to heavy commercial repairs vehicles but excludes dealers.
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