



OUTSURANCE MOTOR BODY REPAIR TECHNICAL REQUIREMENTS (JULY 2021)

Any prospective Motor Body Repairer (MBR) applying to join the OUTsurance network of service providers will be required to adhere to the following set of technical requirements. Each applicant will need to complete the self-assessment form indicating the relevant compliance to this requirement. Only service providers with full compliance to the technical requirements will be considered for a place in the OUTsurance network. Upon successful appointment to the network, the MBR will be subject to a physical on-site inspection by a member of the OUTsurance Audit Team within 3 months of the commencement of the service level agreement.

1. Reception / Facilities Requirements

- 1.1. Dedicated, staffed, clean, usable reception area (Please attach photo)
- 1.2. Clearly marked and safe client parking
- 1.3. Relevant health and safety criteria in place
- 1.4. Fire extinguishers installed, demarcated and serviced according to the health and safety standards
- 1.5. Clearly visible emergency exit signs displayed
- 1.6. Necessary PPE equipment available and in working order

2. Corporate Governance Requirements (supporting document required)

- 2.1. Compliance:
 - 2.1.1. B-BBEE Certificate
 - 2.1.2. VAT Registration Certificate
 - 2.1.3. CIPC Certificate
 - 2.1.4. Tax Clearance certificate / deferred payment agreement with SARS
- 2.2. MIBCO affiliation:
 - 2.2.1. Letter of good standing
 - 2.2.2. Letter of intent
 - 2.2.3. Letter of exemption or proof of confirmation of application
 - 2.2.4. MIBCO Registration number
- 2.3. Motor trader's insurance:
 - 2.3.1. Motor trader's internal insurance policy
 - 2.3.2. Motor trader's external insurance policy
 - 2.3.3. Motor trader's 3rd party insurance policy
- 2.4. Workman's Compensation / RMA (Rand Mutual Assurance) number
- 2.5. Liability insurance:
 - 2.5.1. Product liability insurance policy
 - 2.5.2. Public liability insurance policy
- 2.6. Minimum 3-year warranty on workmanship, paint and a manufactures warranty on parts

3. Work Shop Requirements

- 3.1. Dedicate well-lit areas:
 - 3.1.1. Panel beating bay (minimum 300 lux)
 - 3.1.2. Stripping and assembly bay (minimum 300 lux)
 - 3.1.3. Paint preparation bay (minimum 300 lux)
 - 3.1.4. Polishing bay (minimum 500 lux)
 - 3.1.5. Inspection bay (minimum 500 lux)
 - 3.1.6. Delivery bay (minimum 300 lux)
- 3.2. Dedicated parts storeroom

4. Paint Shop Requirements

- 4.1. A fully functional Spray booth complete with:
 - 4.1.1. Intake and exhaust system
 - 4.1.2. Air filters
 - 4.1.3. Heating system
 - 4.1.4. Control system, lighting switch, timer switch, temperature and pressure gauges
 - 4.1.5. Approved compliance certificate (supporting documentation required)
- 4.2. A fully functioning Paint Mixing Room complete with:
 - 4.2.1. Mixer
 - 4.2.2. Calibrated scale
 - 4.2.3. Computer
- 4.3. Fully functioning spray-painting equipment complete with:
 - 4.3.1. Compressor with inline liquid and particle filter
 - 4.3.2. Compression in designated area
 - 4.3.3. Spray guns compatible with the relevant vehicle paint
 - 4.3.4. Air lines in good condition
 - 4.3.5. Cleaning Station
 - 4.3.6. Suitable and adequate paint stands
 - 4.3.7. Separate guns for: Primer, Colour, Polyester and Rubberizing
 - 4.3.8. Under floor/side extraction in the paint preparation bay or a primer bay with extraction and filtration
 - 4.3.9. Spray painters suits available to ensures protection from clothes damage and chemical contact
 - 4.3.10. Disposable respiratory masks available for every new job

5. Panelbeating Bay Requirements

- 5.1. A fully functional chassis pulling machine
- 5.2. Chassis machine complete with:
 - 5.2.1. Hydraulic equipment
 - 5.2.2. Measuring system
 - 5.2.3. Variety of pulling clamps (minimum 5)
 - 5.2.4. Variety of pulling chains (minimum 5)
 - 5.2.5. Vehicle holding clamps (minimum 4)
- 5.3. Comprehensive collection of repair equipment:
 - 5.3.1. Pulling Equipment: Porta power jack, Speed bench, Korek, Pulling ram
 - 5.3.2. Cutting Equipment: Air saw, Grinder, Spot Weld Drill, Cutting torch
 - 5.3.3. Welding Equipment: Co2 welder, Spot welder
 - 5.3.4. General Tools: Trolley jack, Trestles, Spanner set, Socket set, Screwdriver set, Spline set, Plier set, Drill bits, Clip remover tools
 - 5.3.5. Panel beating Equipment: Dent puller, Panel beating hammer, Dolly set, Body file, Pin file, Filler files, Chisels
 - 5.3.6. Vehicle Lift: Two Post Hoist, Four Post Hoist
 - 5.3.7. Testing Equipment: Diagnostic tool, Headlamp levelling tool, Engine compression tester, Radiator pressure tester, Battery protector (anti zap), Battery tester.

6. Staffing requirements

- 6.1. The following staff need to be full-time employed:
 - 6.1.1. Qualified Panelbeater
 - 6.1.2. Qualified Spray Painter
 - 6.1.3. Dedicated Quality Controller
 - 6.1.4. Polishing Technician
 - 6.1.5. Strip and Assembling Technician
 - 6.1.6. Paintshop Prep Technician
 - 6.1.7. Dedicated Cleaner
 - 6.1.8. Vehicle Estimator
 - 6.1.9. Customer Liaison officer
 - 6.1.10. Receptionist