



# OUTSURANCE MOTOR BODY REPAIR TECHNICAL REQUIREMENTS (MAY 2024)

All prospective Motor Body Repairer (MBR) applying to become part of the OUTsurance network of service providers must adhere to the specified technical requirements. Each applicant is obligated to complete the self-assessment form, providing details of their compliance with these requirements. Please note that only service providers demonstrating full adherence to the technical requirements will be eligible for consideration to be included in the OUTsurance network. Upon successful appointment to the network, the MBR may 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. Corporate Governance Requirements (supporting document required)

- 1.1. Compliance:
  - 1.1.1. Valid SANAS accredited B-BBEE Certificate / Affidavit
  - 1.1.2. VAT Registration Certificate
  - 1.1.3. CIPC Certificate
  - 1.1.4. Tax Clearance certificate / deferred payment agreement with SARS
  - 1.1.5. Valid Bank Confirmation letter not older than 3 months
- 1.2. MIBCO affiliation:
  - 1.2.1. Letter of good standing
  - 1.2.2. Letter of intent
  - 1.2.3. Letter of exemption or proof of confirmation of application
  - 1.2.4. MIBCO Registration number
- 1.3. Motor trader's insurance:
  - 1.3.1. Motor trader's internal insurance policy
  - 1.3.2. Motor trader's external insurance policy
  - 1.3.3. Motor trader's 3rd party insurance policy
- 1.4. Workman's Compensation / RMA (Rand Mutual Assurance) number
- 1.5. Liability insurance:
  - 1.5.1. Product liability insurance policy
  - 1.5.2. Public liability insurance policy
- 1.6. Minimum 3-year warranty on workmanship, paint and a manufacturer's warranty on parts:

## 2. Staffing requirements

- 2.1. The following staff need to be full-time employed:
  - 2.1.1. Qualified Panel beater
  - 2.1.2. Qualified Spray Painter
  - 2.1.3. Dedicated Quality Controller
  - 2.1.4. Polishing Technician
  - 2.1.5. Strip and Assembling Technician
  - 2.1.6. Paint shop / Prep Technician
  - 2.1.7. Dedicated Cleaner
  - 2.1.8. Vehicle Estimator
  - 2.1.9. Customer Liaison officer
  - 2.1.10. Receptionist

### 3. Office / On-site requirements

- 3.1. Reception / facilities requirements
  - 3.1.1. Dedicated, staffed, clean and usable reception area
  - 3.1.2. Your company has access to a desktop / laptop with a stable internet
  - 3.1.3. Your company has a computer (desktop / laptop) with audio and visuals
  - 3.1.4. Your company has a load shedding contingency plan in place at your office
  - 3.1.5. Your office/workshop has a card/payment machine for customers to make use of
- 3.2. Health and Safety requirements
  - 3.2.1. All health and safety criteria in place
  - 3.2.2. All fire extinguishers installed, demarcated and serviced according to the health and safety standards
  - 3.2.3. All emergency exit signs clearly displayed
  - 3.2.4. All necessary PPE available and in working order
  - 3.2.5. Clearly marked and safe client parking spaces are available

### 4. Work Shop Requirements

- 4.2.1. Dedicated well-lit areas:
  - 1. Panel beating bay (minimum 300 lux)
  - 2. Stripping and assembly bay (minimum 300 lux)
  - 3. Paint preparation bay (minimum 300 lux)
  - 4. Polishing bay (minimum 500 lux)
  - 5. Inspection bay (minimum 500 lux)
- 4.2.2. Delivery bay (minimum 300 lux)
- 4.2.3. A functional camera or camera cell phone is needed for capturing photographs of relevant damages
- 4.2.4. Dedicated wash bay (including vacuum cleaner, hose pipe, storage trolley, in order to avoid cross contamination in the workshop)
- 4.2.5. Dedicated storage area clearly marked and controlled for storage of vehicle parts

### 5. Paint Shop Requirements

- 5.1. A fully functional Spray booth complete with:
  - 5.1.1. Intake and exhaust system
  - 5.1.2. Air filters
  - 5.1.3. Heating system
  - 5.1.4. Control system, lighting switch, timer switch, temperature and pressure gauges
  - 5.1.5. Approved compliance certificate (supporting documentation required)
- 5.2. A fully functioning Paint Mixing Room complete with:
  - 5.2.1. Mixer
  - 5.2.2. Calibrated scale
  - 5.2.3. Computer
- 5.3. Fully functioning spray-painting equipment complete with:
  - 5.3.1. Compressor with inline liquid and particle filter
  - 5.3.2. Compression in designated area
  - 5.3.3. Spray guns compatible with the relevant vehicle paint
  - 5.3.4. Air lines in good condition
  - 5.3.5. Cleaning Station
  - 5.3.6. Suitable and adequate paint stands
  - 5.3.7. Separate guns for: Primer, Colour, Polyester and Rubberizing
  - 5.3.8. Under floor/side extraction in the paint preparation bay or a primer bay with extraction and filtration
  - 5.3.9. Spray painters suits available to ensures protection from clothes damage and chemical contact
  - 5.3.10. Disposable respiratory masks available for every new job

## 6. Paintless Dent Removal Requirements

- 6.1. Keep a paintless dent removal process
- 6.2. A full time paintless dent removal technician
- 6.3. Sub-contract or possess internal paintless dent removal resources
- 6.4. Ensure full workshop capacity after catastrophic event to accommodate influx of cars to guarantee acceptable turnaround time
- 6.5. Separate line that handles hair repairs

## 7. Panelbeating Bay Requirements

- 7.1. A fully functional chassis pulling machine
- 7.2. Chassis machine complete with:
  - 7.2.1. Hydraulic equipment
  - 7.2.2. Measuring system
  - 7.2.3. Variety of pulling clamps (minimum 5)
  - 7.2.4. Variety of pulling chains (minimum 5)
  - 7.2.5. Vehicle holding clamps (minimum 4)
- 7.3. Comprehensive collection of repair equipment:
  - 7.3.1. Pulling Equipment: Porta power jack, Speed bench, Korek, Pulling ram
  - 7.3.2. Cutting Equipment: Air saw, Grinder, Spot Weld Drill, Cutting torch
  - 7.3.3. Welding Equipment: Co2 welder, Spot welder
  - 7.3.4. General Tools: Trolley jack, Trestles, Spanner set, Socket set, Screwdriver set, Spline set, Plier set, Drill bits, Clip remover tools, Polisher and welding blankets
  - 7.3.5. Panel beating Equipment: Dent puller, Panel beating hammer, Dolly set, Body file, Pin file, Filler files, Chisels
  - 7.3.6. Vehicle Lift: Two Post Hoist, Four Post Hoist
  - 7.3.7. Testing Equipment: Diagnostic tool, Headlamp levelling tool, Engine compression tester, Radiator pressure tester, Battery protector (anti zap), Battery tester
  - 7.3.8. Battery Charger