

## APPROVED REPAIRER STANDARDS 2018

### GUIDANCE NOTES

#### **A BUSINESS GOVERNANCE**

##### **A.01 Does the ARC have an Atticus SLA in place, or is willing to enter into it in principle?**

All approved bodyshops are expected to enter into a Service Level Agreement with Atticus. Unless already in place, a copy of the SLA will be sent to you once you have completed the online Self-Declaration, and you will be required to confirm your agreement to enter into the SLA prior to the Site Audit.

##### **A.02 Is Employers' Liability Insurance in place, with the Certificate readily available to view?**

Current Employers' Liability insurance certificate to be displayed in reception (or made readily accessible on request)

For additional guidance please see:- <http://www.hse.gov.uk/pubns/hse40.pdf>, <https://www.gov.uk/employers-liability-insurance>

##### **A.03 Is Motor Traders' Insurance in place c/w Public Liability cover (min. £5m) & Product Liability cover (min. £2m)?**

Motor Traders' insurance in place to cover vehicles that are road tested and sufficient Public Liability cover - (recommend minimum of £5m).

##### **A.04 Are the Statutory Engineering Inspections reports up-to-date, e.g. ramps, lifts, jacks, air receivers?**

Engineering Statutory Inspection Reports for compressors, air receivers, ramps and lifting equipment carried out by the Motor Trade Insurer or a recognised competent person.

For additional guidance please see:- <http://www.hse.gov.uk/work-equipment-machinery/puwer.htm>

##### **A.05 If assisting in the administration & performance of insurance policies, do you have the required FCA registration in place?**

You may need to be authorised by the FCA if you are assisting in the administration and performance of insurance policies, which includes notifying an insurance claim to the insurer and negotiating settlement of the claim on behalf of the customer including assisting in the completion of a claims form.

For additional guidance please see:- <https://www.fca.org.uk/>

##### **A.06 If relevant, does the ARC have the necessary licences for Receipt/Viewing/Transmission of Music & TV**

Licences will be required when receiving, viewing and transmitting Music & TV.

For additional guidance please see:- <http://www.ppluk.com/>, <https://www.prsformusic.com/>, <http://www.tvlicensing.co.uk/check-if-you-need-one>

##### **A.07 Is a Number Plate Registration Licence Number (SID) in place (England & Wales only).**

In January 2003 a Register of Number Plate Suppliers was introduced in England, Wales and latterly Northern Ireland such that all suppliers of number plates are required to register with the Driver & Vehicle Licensing Agency (DVLA) and provided with a SID (Supplier ID number). It is highly likely that the DVLA will make unannounced visits to ensure correct procedures are being followed. *Repairers outside England, Wales & NI will be granted automatic compliance for this.*

For additional guidance please see:- <https://www.gov.uk/displaying-number-plates/getting-number-plates-made-up>,

**A.08 Does the ARC have a documented Data Policy, including description of appropriate Data Security Measures?**

The Data Protection Act controls how personal information is used by organisations, businesses or the government. Everyone responsible for using data must follow strict rules called 'data protection principles' and they must make sure the information is used fairly and lawfully. All businesses are required to comply with the **Data Protection Bill 2017**, and the **General Data Protection Regulation (REGULATION (EU) 2016/679)**, applicable from 25<sup>th</sup> May 2018. Both pieces of legislation should be considered side by side. Furthermore, evidence is required to demonstrate that a suitable data policy is in place having undertaken, *inter alia*, all relevant evaluations & assessments, and implemented appropriate processes, procedures and training.

For additional guidance please see: -

Data Protection Bill: <https://ico.org.uk/for-organisations/data-protection-bill/>

Guide to the General Data Protection Regulation (GDPR): <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/>

GDPR Key Definitions: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/key-definitions/>

GDPR checklist for data controllers: <https://ico.org.uk/for-organisations/resources-and-support/data-protection-self-assessment/data-controllers/>

GDPR checklist for data processors: <https://ico.org.uk/for-organisations/resources-and-support/data-protection-self-assessment/data-processors/>

Preparing for GDPR: <https://ico.org.uk/media/1624219/preparing-for-the-gdpr-12-steps.pdf>

**A.09 Does the ARC have a Human Resources Policy supported by a Staff Handbook or similar?**

There should be a Human Resources (HR) policy in place which should set out guidelines and rules for employees to adhere to. These guidelines can often be supported by a Staff Handbook which should include the recruitment and induction policy.

**A.10 Does the ARC have a Health & Safety Policy which is made available to all staff?**

There should be a current Health & Safety policy in place which gives guidance to employees on health and safety matters in respect of the roles they fulfil during their everyday duties and their responsibilities

**A.11 Does the ARC have a published Environmental Policy?**

There should be a current Environmental policy in place

For additional guidance please see: - <https://www.gov.uk/government/topics/environment>

**A.12 Does the ARC have a Service & Quality Policy?**

A core service and quality management process should be defined, and this should be the standard to which the business processes are followed on a day to day basis. The business should also create a Quality Policy Statement which should be displayed for customers and staff.

**A.13 Does the ARC have a Company Driving Policy?**

A document giving guidance to employees in respect of the regulations to driving both company and customers cars e.g. where, when they should be driven and the parameters regarding road tests should be in place. It should also explain how it is the employee's responsibility to update the employer regarding changes to their driving licence and reportable incidents/accidents in which they have been involved.

<b>B HEALTH &amp; SAFETY COMPLIANCE</b>	
<b>B.01</b>	<b>Is there a current Fire Risk Assessment in place, and has a Fire Drill been completed in the last six months?</b>
The bodyshop must carry out a fire risk assessment and train all the staff in fire drill procedure. Fire risk assessments should be conducted at least annually or if there is any change to the workshop buildings, externally or internally. Typically, fire drills should be carried out bi-annually, or more frequently if required by the local authority, and in any event the results recorded.	
For additional guidance please see:- <a href="https://www.gov.uk/workplace-fire-safety-your-responsibilities/who-is-responsible">https://www.gov.uk/workplace-fire-safety-your-responsibilities/who-is-responsible</a> and <a href="http://www.hse.gov.uk/toolbox/fire.htm">http://www.hse.gov.uk/toolbox/fire.htm</a>	
<b>B.02</b>	<b>Does the ARC have a current COSHH Assessment in place?</b>
The Control of Substances Hazardous to Health Regulations (COSHH) risk assessment should be conducted at least annually or if there is any change to the products used or procedures for handling the products.	
For additional guidance please see: - <a href="http://www.hse.gov.uk/coshh/index.htm">http://www.hse.gov.uk/coshh/index.htm</a>	
<b>B.03</b>	<b>Has the ARC completed General Risk Assessments for all relevant risks in the business within the last 12 months?</b>
The bodyshop must comply with all related H&S, industry codes, regulations and applicable laws. All Risk Assessments should be up-to-date and reviewed at least annually or if any changes are made to procedures.	
For additional guidance please see: - <a href="http://www.hse.gov.uk/pubns/hse41.pdf">http://www.hse.gov.uk/pubns/hse41.pdf</a>	
<b>B.04</b>	<b>Is all currently required Health &amp; Safety Signage correctly displayed?</b>
All health and safety signage, should be current, appropriate and displayed in a prominent position	
For additional guidance please see:- <a href="http://www.hse.gov.uk/pubns/priced/hsg261.pdf">http://www.hse.gov.uk/pubns/priced/hsg261.pdf</a> and <a href="http://www.hse.gov.uk/pubns/books/l64.htm">http://www.hse.gov.uk/pubns/books/l64.htm</a>	
<b>B.05</b>	<b>Have Annual Health Checks been undertaken for all relevant staff?</b>
Staff to have at least annual staff health checks to include - <b>Audiometry</b> (hearing), <b>Dermatitis</b> (skin), <b>Spirometry</b> (lung function), <b>Hands Arm Vibration Syndrome</b> (HAVS) and <b>Biological Tests</b> (urine test) for paint technicians.	
For additional guidance please see: - <a href="http://www.hse.gov.uk/health-surveillance/index.htm">http://www.hse.gov.uk/health-surveillance/index.htm</a> <a href="http://www.hse.gov.uk/noise/regulations.htm">http://www.hse.gov.uk/noise/regulations.htm</a> , <a href="http://www.hse.gov.uk/vibration/hav/advicetoemployers/healthsurveillance.htm">http://www.hse.gov.uk/vibration/hav/advicetoemployers/healthsurveillance.htm</a> <a href="http://www.hse.gov.uk/noise/healthsurveillance.htm">http://www.hse.gov.uk/noise/healthsurveillance.htm</a> <a href="http://www.hse.gov.uk/pubns/indg175.pdf">http://www.hse.gov.uk/pubns/indg175.pdf</a> , <a href="http://www.hse.gov.uk/pubns/web36.pdf">http://www.hse.gov.uk/pubns/web36.pdf</a>	
<b>B.06</b>	<b>Does the ARC have a current and correct PPE Register?</b>
A Personnel Protective Equipment (PPE) register must be in place, dated and signed for by all members of workshop staff.	
For additional guidance please see:- <a href="http://www.hse.gov.uk/pubns/indg174.pdf">http://www.hse.gov.uk/pubns/indg174.pdf</a>	

<b>B.07</b>	<b>Are there suitable Waste Management practices in place (incl. for hazardous waste) and fully documented?</b>
An appropriate storage area/facility should be in place for all waste. It is also the duty of care for the bodyshop to know where the waste which includes scrap metal, plastics, paper, cardboard, general waste, waste solvents and oils are being taken and current agreements should be in place with all waste carriers. From the 1st of April 2016, a Hazardous Waste Licence is no longer required in England & Northern Ireland, but there is still a requirement for a bodyshop in Wales to have such a licence. There has never been any such requirement in Scotland.	
For additional guidance please see: - <a href="https://www.gov.uk/dispose-hazardous-waste">https://www.gov.uk/dispose-hazardous-waste</a> , And for Wales, <a href="https://www.gov.uk/hazardous-waste-producer-registration-wales">https://www.gov.uk/hazardous-waste-producer-registration-wales</a>	
<b>B.08</b>	<b>Does the ARC have a process in place to document any relevant incidents under RIDDOR?</b>
The bodyshop must be familiar with the procedure to complete records and/or reports made under Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR),	
For additional guidance please see: - <a href="http://www.hse.gov.uk/riddor/">http://www.hse.gov.uk/riddor/</a>	
<b>B.09</b>	<b>Are/is there the required number of First Aiders with current certification?</b>
The bodyshop must have the appropriate number of appointed First Aiders in place to the required competence level for the business. Current guidelines recommend for businesses up to 5 employees – at least one appointed first aider and businesses of 5 – 50 employees at least one first aider trained in either First Aid at Work (FAW) or Emergency First Aid at Work (EFAW)	
For additional guidance please see: -- <a href="http://www.hse.gov.uk/pubns/indg214.pdf">http://www.hse.gov.uk/pubns/indg214.pdf</a>	
<b>B.10</b>	<b>Does the ARC have an up-to-date VOC Log, which records net usage year-to-date?</b>
Volatile Organic Compounds (VOC) record log (VOC content of paints with associated material purchased in and solvent waste removed). The delivery notes of products purchased containing VOCs should indicate the VOC content delivered. Keep records of the VOC content of these products and also keep records of the VOC content of any solvent waste disposed. <b>VOC usage is based on net figures.</b>	
<b>B.11</b>	<b>Are all paint and associated products in use EPA Compliant, supported by the relevant Material Safety Data Sheets?</b>
EPA compliant paint refinishing products must be used at all times. Repairer must carry a current EPA 'Permit to Paint' from the local authority.	
For additional guidance please see: - <a href="http://archive.defra.gov.uk/environment/quality/pollution/ppc/localauth/paints/documents/guidance.pdf">http://archive.defra.gov.uk/environment/quality/pollution/ppc/localauth/paints/documents/guidance.pdf</a>	
<b>B.12</b>	<b>Has the ARC undertaken Fixed Electrical Testing within the last 5 years?</b>
The building electrical wiring system should have Fixed test every five years or immediately for any new installations.	
For additional guidance please see:- <a href="http://www.hse.gov.uk/pubns/books/hsg261.htm">http://www.hse.gov.uk/pubns/books/hsg261.htm</a> page 72 section 317 & <a href="http://www.hse.gov.uk/pubns/books/hsg107.htm">http://www.hse.gov.uk/pubns/books/hsg107.htm</a>	
<b>B.13</b>	<b>Has the ARC undertaken Portable Electrical Testing within the last 2 years?</b>
All electrical devices, fixed and portable, must be inspected, maintained and certificated in accordance with the requirements of all applicable legislation. Portable Appliance Testing (PAT) annually.	
<a href="http://www.hse.gov.uk/electricity/faq-portable-appliance-testing.htm">http://www.hse.gov.uk/electricity/faq-portable-appliance-testing.htm</a>	

**B.14 Does the ARC have records available to confirm Air Quality Tests have been conducted quarterly in line with HSE/COSHH requirements?**

Air Quality Tests should be conducted quarterly to be aligned to HSE/COSHH Code of Practice, L5, (Fifth Edition) Clause 180.

For additional guidance please see:- [http://www.hseni.gov.uk/hsg261\\_health\\_and\\_safety\\_in\\_motor\\_vehicle\\_repair\\_and\\_associated\\_industries.pdf](http://www.hseni.gov.uk/hsg261_health_and_safety_in_motor_vehicle_repair_and_associated_industries.pdf) page 24 section 98 for guidance, and <http://www.hse.gov.uk/pubns/guidance/g409.pdf>

**B.15 Are records available to confirm that current Booth Servicing has been undertaken?**

Up-to-date records for booth/oven maintenance should be in place. Booth servicing should take place at least annually. It is important that servicing schedules are based on both running hours and duration in weeks/months.

**B.16 Are current Booth Clearance Times displayed on both the main and personnel doors of all booths?**

Booth Clearance Times to be displayed on the booths, **both front and personnel** doors to include, clearance time, date of test, date of next test and who conducted test.

For additional guidance please see:- [http://www.hseni.gov.uk/hsg261\\_health\\_and\\_safety\\_in\\_motor\\_vehicle\\_repair\\_and\\_associated\\_industries.pdf](http://www.hseni.gov.uk/hsg261_health_and_safety_in_motor_vehicle_repair_and_associated_industries.pdf) page 18 section 73 for guidance and <http://www.hse.gov.uk/pubns/priced/hsg276.pdf>

**B.17 Is there a Secure, Fixed SRS Storage capability?**

Facility to store displaced SRS components whilst the vehicle is under repair and new SRS components if required. The air bag storage cabinet should be secured to the wall or floor and display an 'Explosives Sign'.

<b>C</b>	<b>SITE &amp; FACILITY MANAGEMENT</b>
<b>C.01</b>	<b>Are all site Buildings in a Good State of Repair, heated, water tight and well lit?</b>
	All workshop buildings must be in a good state of repair, heated, water tight, well lit, and kept in a presentable and tidy condition at all times. All floor surfaces must be in a sound condition and dust & dirt free.
<b>C.02</b>	<b>Is the External Area surrounding the premises, including any signage, well-maintained?</b>
	The external area surrounding the premises must be in a good state of repair and kept in a presentable and tidy condition at all times. All signage must be in a sound condition and dust & dirt free.
<b>C.03</b>	<b>Are there adequate, correctly marked Customer Parking bays available?</b>
	The parking places must be reserved for customers' use at all times and must be of adequate size to enable doors to be opened without damaging either the vehicle or other vehicles. Car parking bay sizes are currently minimum 2.4 metres wide and 4.8 metres long. For additional guidance please see: - <a href="https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/341513/pdfmanforstreets.pdf">https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/341513/pdfmanforstreets.pdf</a> , Section 8, for minimum car parking bay sizes.
<b>C.04</b>	<b>Does the ARC have at least one designated Disabled Parking Bay?</b>
	There must be at least one designated Disabled Parking bay although it is acceptable for a sign to be displayed prominently & at driver eye level advising 'Disabled Drivers Sound Horn for Assistance' if a disabled bay is not present.
<b>C.05</b>	<b>Is there a Secure Vehicle Storage area that ensures vehicles are stored safely and protected from the weather?</b>
	Vehicles should be stored in a secure area at all times, all exposed apertures covered to prevent rain etc. entering vehicle and all partially dismantled vehicles outside properly protected.
<b>C.06</b>	<b>Is there a dedicated Total Loss Storage area out of sight of customers?</b>
	There should be a secure area out of sight of customers to store total loss and potential loss vehicles and all vehicle exposed apertures should be made weathertight. The vehicles should be locked at all times.
<b>C.07</b>	<b>Is the Customer Reception area Well-Signposted and readily accessible with opening hours displayed prominently?</b>
	The reception entrance/area should be clearly signposted and the current opening hours of the bodyshop displayed in a prominent position.
<b>C.08</b>	<b>Does the Customer Reception have adequate Disabled Access?</b>
	The entrance to reception must also be suitable to allow unrestricted access to disabled customers. In the event that there is inadequate access for disabled customers, the Bodyshop can with prior arrangement agree to meet such customers at the dealership or home address.
<b>C.09</b>	<b>Is the Customer Reception area Clean, Tidy and Suitably Equipped with customer facilities?</b>
	The reception area must be kept clean & tidy at all times, & free from any items that may cause an obstruction. The customer should be provided with adequate facilities to ensure their visit is comfortable. It is essential to have comfortable seating, & some light reading materials ought to be available. Basic refreshments should be made available including water and tea/coffee. Ideally, the reception area will have a TV screen, & Wi-Fi should be made available to customers also.
<b>C.10</b>	<b>Does the Customer Reception have dedicated Customer Toilets including a Disabled capability?</b>
	The toilet facilities must be well stocked and maintained in a clean condition at all times. The facility must have access and be suitable for disabled customers.

<b>D</b>	<b>CUSTOMER MANAGEMENT</b>
<b>D.01</b>	<b>Is there a Vehicle Check In procedure with appropriate documentation, incl. image capture, in place?</b>
	A process/form should be in place and ideally supported with images when a vehicle is received on site/or at time of collection from the customer to capture key information. The completed form should be signed by both the customer and bodyshop representative. It is acceptable to utilise electronic image & data capture along with e-signing for this process. The customer should also be asked to remove all valuables from the vehicle.
<b>D.02</b>	<b>Does the ARC have a secure Personal Possessions Storage facility?</b>
	There may be times when the bodyshop needs to store personal possessions and an appropriate secure storage area should be made available for this. The bodyshop representative should take images of the items, mark them up with job number and/or vehicle registration before storing in the secure area.
<b>D.03</b>	<b>Is there a Vehicle Handover procedure with appropriate documentation in place?</b>
	A procedure should be in place for the handing back of a vehicle to the customer to include an explanation of the work carried out (if required), any additional work required, recommendations, the signing and dating of a satisfaction note by the customer after inspecting the vehicle and the presentation of a motor manufacturer's certificate appropriately completed. Manufacturer certificates are often generated via their website or similar portal.
<b>D.04</b>	<b>The ARC should have a designated Estimating/Handover Bay with adequate lighting suitable for customer viewing.</b>
	A designated area, designed for the purpose of estimating vehicles and the handover of completed vehicles. There should be adequate heating, lighting and sufficient surrounding work area to enable the estimating process to be carried out safely and effectively without causing damage to other vehicles or injury to employees.
<b>D.05</b>	<b>The ARC should have an appropriate number of Courtesy Cars available meeting an agreed specification (age, mileage etc.).</b>
	An appropriate number of courtesy cars, ideally 10, should be readily available for customers. The vehicles should always be clean, tidy & contain sufficient fuel for the customer to travel a modest distance at least before need to re-fuel. Vehicles should be of a maximum age of 3 years and a mileage of 30,000.
<b>D.06</b>	<b>Does the ARC possess/have access to a 24-hour Recovery Service?</b>
	The bodyshop should provide a 24-hour vehicle recovery service. In most cases this facility can be subcontracted out, however there must be a SLA agreement in place with the Recovery agent. If this work is subcontracted out, then H.01 guidelines should be followed.
<b>D.07</b>	<b>In line with Atticus's Complaints Policy, does the ARC have a suitable Complaints Log &amp; Complaints Resolution process in place?</b>
	A complaints process, electronic or hard copy, should be in place to document the nature of complaint, corrective and preventive action taken if the complaint justified. A management review should take place on a regular basis to ensure preventative action effective. A rectification log should also be in place which will identify product and technician trends and thus appropriate training can be arranged.
<b>D.08</b>	<b>Does the ARC comply with Atticus's 'Customer Contact Process' as laid down in the Atticus SLA (subject to on-site verification)?</b>
	Please refer to the relevant section in the Atticus SLA. A copy of the 'Customer Contact Process' is available upon request from Atticus.



<b>E</b>	<b>WORKSHOP CONTROL</b>
<b>E.01</b>	<b>Is there a computerised Bodyshop Management system in place?</b>
	A recognised IT-based bodyshop management system (BMS) should be available and be used by all relevant staff. To ensure, amongst other functions, that customer and work provider service levels are recorded. BMS system to include labour management, claims & repair management, import from estimating packages, automatic updating of work provider websites/portals, SMS text messaging, live status of WIP and essential management reports.
<b>E.02</b>	<b>Is there an industry-recognised electronic Vehicle Damage Assessment system in use?</b>
	An industry recognised estimating system should be available, and repair times must be based on either manufacturer times or Thatcham times.
<b>E.03</b>	<b>Does the ARC have access to recognised Repair Methods for all repairs it undertakes?</b>
	Repair methods – should be readily available to all technicians and can be viewed through a PC/Laptop/Tablet in the workshop
<b>E.04</b>	<b>Is there a Workshop Loading system in place?</b>
	There must be an up to date method of booking work into the workshop and recording customer / vehicle details, either by means of a computerised diary or a T-card system. This should ensure that the optimum repair time frame is achieved at all times.
<b>E.05</b>	<b>Does the ARC generate a comprehensive Job Pack for every repair, to include QC forms, repair methods, parts requisitions etc.?</b>
	<p>Details of the work to be carried out on each repair (job card) to include vehicle make/model, registration number and customer name. should be issued to the workshop along with: -</p> <ul style="list-style-type: none"> <li>• QC form with suitable check procedures &amp; sign off processes at the end of each stage of the repair process and the recording of the identification of the jig, welding equipment and booth, if more than one of each plus the torque wrench(s) used during the repair process.</li> <li>• Any work provider requirements, e.g. “take images at paint stage”</li> <li>• Additional damage/parts authority requests</li> <li>• Repair methods – unless viewed through a PC/Laptop/Tablet in the workshop</li> </ul>
<b>E.06</b>	<b>Is there a means of Recording Repair Hours allocated and taken on a job-by-job basis?</b>
	There must be an accurate method of measuring and recording actual repair times, either by a computerised bar code reader or by an electronic or mechanical time clock based on 100 time units.
<b>E.07</b>	<b>Does the ARC have a sufficient number of Workshop/Paintshop Bays to process work volumes as anticipated, and to avoid cross-contamination?</b>
	There must be a minimum of 2 bays in the workshop to complete the Paint preparation and a minimum of 1 bay in the workshop to complete the Refinish stages of the repair process and measures in place to prevent cross contamination. There should be sufficient surrounding work area to enable the repair process to be carried out safely and effectively without causing damage to other vehicles or injury to technicians. The floor area of the bays should be clear of displaced and new parts. All tools and equipment should be returned to the appropriate storage area after use and the bay dust and dirt free.



<b>E.08</b>	<b>Does the ARC have a dedicated work bay or area suitable for undertaking Jig/Body Alignment processes?</b>
There must be a bay in MET/Panel capable of being used as a jig bay & measures in place to prevent cross contamination. There should be sufficient surrounding work area to enable pulling equipment to be operated safely & effectively without causing damage to other vehicles or injury to technicians. The floor area of the bays should be clear of displaced and new parts. All tools & equipment should be returned to the appropriate storage area after use & the bay dust and dirt free.	
<b>E.09</b>	<b>Does the ARC have a dedicated Valet Bay for the purpose of washing and cleaning vehicles?</b>
Within a designated area <b>on-site</b> , there must be a range of valeting equipment and materials, suitably stored, to facilitate cleaning of vehicles inside and out. The area must be managed in accordance with all current Health & Safety regulations and the drainage system must incorporate a separator meeting local authority regulations. The equipment should include a power washer, vacuum with both dry and wet facilities, and a range of products to carry out both interior and exterior cleaning. A soapy wash & leather, vacuum and clean the windows is an acceptable level of service for accident repaired vehicles.	
<b>E.10</b>	<b>Is there a dedicated/designated New Parts Storage Area?</b>
A designated area for the storage of new parts. The area should be clean and tidy and provide racking for bumpers and glass. All panels must be protected against accidental damage and clearly labelled with the job number and/ or vehicle registration, and due in date for quick retrieval.	
<b>E.11</b>	<b>Is there a dedicated/designated Displaced Parts Storage Area?</b>
A designated area for the storage of displaced parts. It can include portable cages and must provide racking for bumpers. All parts, trim and glass must be protected against accidental damage and the storage area or cage clearly labelled with the job number and/or vehicle registration, for quick retrieval.	
<b>E.12</b>	<b>Is there a suitably enclosed &amp; ventilated Paint Mixing/Storage Room?</b>
A mixing room to accommodate a mixing scheme should be on-site and comply with prevailing legislation, H&S guidelines, Fire Authority Standards and performance specification. The mixing room should include: -	
<ul style="list-style-type: none"> <li>• Mixing bench</li> <li>• Electronic smart scales which must be capable of recalculating formulae, retaining formula variations and vehicle data</li> <li>• Adequate lighting, ventilation and temperature (maintaining a minimum temperature of 14 degrees centigrade).</li> <li>• Gun cleaning facility</li> </ul>	
<b>E.13</b>	<b>Are customer vehicles suitably protected with the use of Car Care Kits during the repair process, e.g. seat covers, aperture masking, floor mats etc.)</b>
Disposable or material seat covers and floor mats must be fitted to all vehicles entering the workshop and be maintained in a serviceable condition throughout the repair process. A seat cover and floor mat should be fitted to <b>at least</b> the drivers area and remaining areas of the vehicle if being worked on. The vehicle, including exposed trim and apertures, should be protected from dust and other material fall out throughout the repair process.	
<b>E.14</b>	<b>Is there a procedure in place to ensure that there is No In-Vehicle Storage of displaced parts, tools, consumables etc.?</b>
Displaced parts, tools and consumables are not to be kept in/on the vehicle, but be stored in an appropriate area. Small parts may be stored in tote boxes in the boot/hatch area of the vehicle provided there is a protective covering on the floor area & the boxes are labelled with job number and/or vehicle reg. number.	
<b>E.15</b>	<b>Does the ARC have a formal Business Continuity Plan in place should the ARC suffer disruption to production?</b>
A documented process in place that in the event of an emergency, all repair work which is outstanding remains under the repairers control and responsibility until completed. The bodyshop must communicate any periods of closure or any eventual changes to the opening hours to Atticus immediately.	

F	STAFF
F.01	<p><b>Is there a complete Organisation Chart in place and visible that captures all current roles &amp; responsibilities?</b></p>
<p>An up to date organisation chart should be in place detailing the personnel structure of the business and ideally identifying all First Aiders, Fire Marshalls and IMI Awards/VCQ/NVQ/COMPETENCE accredited technicians</p>	
F.02	<p><b>Do all staff have documented Job Descriptions?</b></p>
<p>All bodyshop staff should have a current, signed and dated job description in place</p>	
F.03	<p><b>Are all staff subject to a formal Performance &amp; Skills Review process regularly, and at least annually?</b></p>
<p>A current, relevant training plan should be put in place for each individual and an assessment of skills readily available to address changes in motor vehicle technology, materials used in construction and industry training requirements. Update Job Description(s) to include 'new' skills to fulfil job role.</p>	
F.04	<p><b>The ARC must nominate one primary Customer Service Contact (plus a secondary contact) for liaising with Atticus.</b></p>
<p>Details, email and telephone contact number(s) should be given to Atticus for a primary and secondary Customer Service Contact</p>	
F.05	<p><b>Have all relevant staff undergone Hybrid/EV Safety Awareness training?</b></p>
<p>All staff should undergo Hybrid &amp; Electric Vehicle safety awareness training, which should be documented and detail safe working practices associated with Hybrid &amp; Electric Vehicles. Key inclusions need to cover safe-charging, vehicle movements (incl. recovery, delivery &amp; collection), storage of isolators etc.</p>	
<p>For additional guidance please see: - <a href="http://www.hse.gov.uk/mvr/topics/electric-hybrid.htm">http://www.hse.gov.uk/mvr/topics/electric-hybrid.htm</a></p>	
F.06	<p><b>Does the ARC have at least one Vehicle Damage Assessor with an industry-recognised qualification within the last 3 years? (plus, Estimating System training &amp; Hybrid/EV training)</b></p>
<p>The minimum qualification for a Vehicle Damage Assessor (VDA) is</p> <ol style="list-style-type: none"> <li>(1) a competency-based VDA accreditation, e.g. IMI Awards/VCQ/NVQ/COMPETENCE or equivalent, completed within the last <u>three years</u>, <b>and</b></li> <li>(2) certification of completing a recognised estimating system training course within the last <u>two years</u>, <b>and</b></li> <li>(3) a competency-based Hybrid/EV accreditation, e.g. IMI Awards/VCQ/NVQ/COMPETENCE or equivalent, completed within the last <u>three years</u>.</li> </ol>	
<p>For additional guidance please see:- <a href="http://www.thatcham.org/what-we-do/training/adult-learning">http://www.thatcham.org/what-we-do/training/adult-learning</a> - VDA or <a href="http://www.theimi.org.uk/standards_and_Qualifications/accreditation/automotive-technician-accreditation-ata">http://www.theimi.org.uk/standards_and_Qualifications/accreditation/automotive-technician-accreditation-ata</a></p>	
F.07	<p><b>Does the ARC have at least one MET Technician with an industry-recognised qualification within the last 3 years? (plus, Aircon accreditation, Auto glazing accreditation, Four Wheel Alignment training &amp; Hybrid/EV training)</b></p>
<p>The minimum qualification for a MET Technician is</p> <ol style="list-style-type: none"> <li>(1) a competency-based MET accreditation, e.g. IMI Awards/VCQ/NVQ/COMPETENCE or equivalent, completed within the last <u>three years</u>, <b>and</b></li> <li>(2) certification of completing a recognised F-Gas training course, <b>and</b></li> <li>(3) certification of completing a recognised auto glazing training course completed within the last <u>three years</u> <b>and</b></li> <li>(4) a competency-based Hybrid/EV accreditation, e.g. IMI Awards/VCQ/NVQ/COMPETENCE or equivalent, completed within the last <u>three years</u>.</li> </ol>	
<p>For additional guidance please see:- <a href="http://www.thatcham.org/what-we-do/training/adult-learning">http://www.thatcham.org/what-we-do/training/adult-learning</a> - MET or <a href="http://www.theimi.org.uk/standards_and_Qualifications/accreditation/automotive-technician-accreditation-ata">http://www.theimi.org.uk/standards_and_Qualifications/accreditation/automotive-technician-accreditation-ata</a> <a href="https://www.gov.uk/guidance/qualifications-required-to-work-on-equipment-containing-f-gas">https://www.gov.uk/guidance/qualifications-required-to-work-on-equipment-containing-f-gas</a></p>	

**F.08 Does the ARC have at least one Panel Technician with an industry-recognised qualification within the last 3 years? (plus BS1140/BS4872/AOM009 welding accreditations, welding equipment training, panel bonding, jig equipment training, plastic repair training & Hybrid/EV training)**

The minimum qualification for a Panel Technician is

- (1) a competency-based Panel accreditation, e.g. IMI Awards/VCQ/NVQ/COMPETENCE or equivalent, completed within the last three years, **and**
- (2) BS1140 **plus** BS4872 or IMI AOM-009 welding completed within the last two years, **and**
- (3) a competency-based Panel Bonding accreditation, e.g. IMI Awards/VCQ/NVQ/COMPETENCE or equivalent, completed within the last three years, **and**
- (4) a competency-based Hybrid/EV accreditation, e.g. IMI Awards/VCQ/NVQ/COMPETENCE or equivalent, completed within the last three years, **and**
- (5) certification of completing a recognised F-Gas training course (if not covered in another department).

For additional guidance please see:- <http://www.thatcham.org/what-we-do/training/adult-learning> - Panel or [http://www.theimi.org.uk/standards and Qualifications/accreditation/automotive-technician-accreditation-ata](http://www.theimi.org.uk/standards_and_Qualifications/accreditation/automotive-technician-accreditation-ata) , <http://www.imiawards.org.uk/qualifications/details/resistance-spot-welding-bs1140-mag-welding-bs4872-aom-009-level-2-1193.html>

**F.09 Does the ARC have at least one Paint Technician with an industry-recognised qualification within the last 3 years (or 6 years with full CPD)? (plus, paint product training & Hybrid/EV training)**

The minimum qualification for a Paint Technician is a competency-based Paint accreditation, e.g. IMI Awards/VCQ/NVQ/COMPETENCE or equivalent, completed within the last six years.

It is a requirement that the paint technician(s) should be able to demonstrate continual professional development (CPD) and must attend in-house, paint manufacturer or paint distributor training at least biennially, and always at the deployment of any equipment, new major product (incl. new booths, fixed or mobile) or at paint system changes. Topics to be covered should include application, blending, mix quantities etc. A record of the date, duration and training topics should be retained on the technicians training file.

For additional guidance please see:- <http://www.thatcham.org/what-we-do/training/adult-learning> - Paint or [http://www.theimi.org.uk/standards and Qualifications/accreditation/automotive-technician-accreditation-ata](http://www.theimi.org.uk/standards_and_Qualifications/accreditation/automotive-technician-accreditation-ata)

**G TOOLING & EQUIPMENT**

*In all cases, it is the responsibility of the ARC to ensure that the specification of any tooling or equipment used in the repair process for any Atticus clients meets any functional or performance requirements as demanded by the motor manufacturer in respect of the structural composition of the vehicle and any associated repair methods as obtained under E.03.*

**G.01 Complete & up-to-date Calibration Records for all relevant tooling & equipment must be available at all times for inspection.**

All relevant tooling & equipment and measuring devices must be inspected and calibrated in accordance with the manufacturer's recommendations or at least annually and a system should be in place to store the calibration records. Calibrated equipment to include: - torque wrenches, body jig, welding equipment, paint scales, paint depth gauge, booths, tyre pressure gauges, wheel alignment equipment, headlamp alignment equipment, air conditioning equipment, ADAS equipment.

**G.02 Complete & up-to-date Maintenance Records for all relevant tooling & equipment must be available at all times for inspection.**

All tools and equipment must be maintained in a safe working condition in accordance with best practice and the manufacturer's recommendations, and at least annually. A system should be in place to store the maintenance records. Equipment to include: - compressors, air receivers, body jig, welding equipment, dust extraction, hand tools, jacks, axle stands, ramps, torque wrenches, wheel alignment equipment.

**G.03 The ARC is expected to carry a suitable selection of General Tooling (see supplied list).**

Bodyshops must have appropriate dedicated tooling for carrying out repairs to all types of vehicles to include – steel (and aluminium if applicable). Hand tools to also include torque wrenches with a range of at least 2Nm to 450Nm. Hand tools should be available for use with the dust extraction system on-site and in good working order.

**G.04 The ARC is expected to carry a suitable selection of General Workshop Equipment (see supplied list).**

Bodyshops must have appropriate dedicated workshop equipment for carrying out repairs to all types of vehicles to include – steel (and aluminium if applicable).

**G.05 Body alignment jig (bracket) – (or) Body alignment jig (measuring system)**

The suggested specification for a **body alignment jig & measuring system** is detailed below:

- Repair bench ideally with a length of up to 5.0 metres, but with an absolute minimum of 4.0 metres but able to accommodate a wheelbase of no less than 2.9 metres.
- Lift capacity of bench and lift minimum 2500 kilos
- Capable of accepting a universal measuring system with both upper & under body measuring
- Manual or Electronic measuring system
- Pre & post repair measurement records

**G.06 Computerised 4-wheel alignment with print-out**

The suggested specification for the **Four-wheel Alignment equipment** is detailed below: -

- Ability to measure front and rear camber, castor, KPI, set back and toe.
- Print facility and save to hard drive option for electronic communication e.g. email.

- Capable of measuring toe in mm as well as degrees (degrees and minutes or decimal degrees)
- Measuring heads should be suitable for wheel rims up to a minimum of 20 inches in diameter
- Equipment data base to incorporate factory settings for all Kia models and updated as and when required
- Ability to be able to manually enter vehicle geometry specification required (for new models etc.)
- Recommended that measuring heads are laser type (i.e. wireless)
- Calibrated for use on a four-post ramp

Where four-wheel alignment cannot be completed in the bodyshop it may be subcontracted (at Atticus's discretion) to a competent and qualified sub-contractor who has equipment meeting the above specification.

#### **G.07 MIG/MAG Welder**

The suggested specification for the **MIG welder and MIG brazier** is it to be a 3 Phase machine with a minimum power of 180 amps.

#### **G.08 Resistance/Spot Welder**

The suggested specification for the **Inverter Spot Welder** is for it to be a 3 Phase inverter machine, with a minimum 10,000 amps and minimum electrode pressure of 300dan @ 7.5 bars.

#### **G.09 Enclosed Spraybooth**

There must be a minimum of 1 EPA compliant **spraybooth** with build specifications compliant to the latest Health & Safety guidelines on site. The spraybooth must be suitable for the application, by spraying, of EPA compliant waterborne automotive paint systems and low bake drying.

The suggested specification is:

- Internal measurement of 4.0 metres wide and 7.0 metres long with a minimum door height of 2.4 metres.
- Achieve a minimum panel temperature during the bake cycle of 60C within 10 minutes.
- Minimum 1000 lux high frequency and energy efficient lighting.
- Have a magnahelic gauge, positive booth pressure indicators, air cut-off valves fitted and in good working order.
- Minimum 3.75 air changes per minute.
- Internal cabin noise level to meet HSE Legislation and nominal 76db.

For additional guidance please see: - <http://www.hse.gov.uk/pubns/web36.pdf> and <http://www.hse.gov.uk/pUbns/priced/hsg276.pdf>

#### **G.10 Air Conditioning Recharge equipment**

**Air Conditioning equipment** to service both R134a and R1234yf equipped vehicles must be available preferably on site, but may be subcontracted at Atticus's discretion.

The suggested specification for the Air Conditioning Re-Charging Equipment is:

- Separate R134a and R1234yf units recommended
- Equipment should be compatible with PAG lubricating oil and POE oil (used in some Hybrid, fuel cell and electric vehicles fitted with motor type A/C Compressors)

- Meet all legislative requirements relating to storage and handling
- Systems to be Semi / Fully automatic
- Equipment to be capable of measuring refrigerant quantity used
- Auto Oil facility
- Separate provision for leak detection – Nitrogen, dye or ‘Sniffer’ depending on system, equipment or A/C gas
- Separate LCD digital thermometer and temperature probe
- R1234yf units must have built in or ‘plug in’ gas identifier

For additional guidance please see: - <https://www.gov.uk/guidance/qualifications-required-to-work-on-equipment-containing-f-gas>

#### **G.11 General/Manufacturer specific Diagnostic Equipment**

Diagnostic equipment should be available on site so that the accident damaged vehicle undergoes a 'full health check' when on site to identify any issues with the vehicle both pre and post repair. If this work is subcontracted out, then H.01 guidelines should be followed.

#### **G.12 General/Manufacturer specific ADAS Re-calibration Equipment**

ADAS equipment should be available on site so that the vehicle undergoes a full ADAS calibration check and any additional rectification before the final QC is signed off. If this work is subcontracted out, then H.01 guidelines should be followed.

### **H THIRD PARTY RELATIONSHIPS**

#### **H.01 The ARC must have in place a Comprehensive SLA with any subcontractor to whom it delegates work c/w all supporting documentation.**

A written SLA, signed and dated by both parties as well as copies of current Public Liability Insurance, calibration, maintenance records for equipment being used and current technician industry recognised professional competency, completed within the last three years (where applicable), should be obtained from the subcontractor and retained on file.

#### **H.02 The ARC must provide Atticus with a copy of its current BS10125 Certificate**

A copy of the current BS10125:2014+AI:2016 should be made available along with a copy of the latest BS audit results

#### **H.03 The ARC must make available to Atticus upon request copies of Certificates/Documentation to support any formal Vehicle Manufacturer Approvals it carries.**

A copy of the current Vehicle Manufacturer approval documentation should be made available along with a copy of the latest audit results

<b>I</b>	<b>REPAIR QUALITY MANAGEMENT</b>
<b>I.01</b>	<b>Does the ARC have a documented Quality Control Process in place with End-of-Stage Sign Off at each step of the repair process?</b>
The member of staff responsible, e.g. MET Technician, Panel Technician, Paint Technician and Valet must sign the vehicle's Quality Control sheet at the end of each stage of the repair process to confirm that the work has been completed in accordance with the job card specification and the prevailing repair methods. The reference number of each calibrated piece of equipment used during the repair process should also be recorded on the QC sheet to ensure a full audit trail is in place.	
<b>I.02</b>	<b>Does the ARC conduct a Final QC Check at the end of the Repair Process, which is signed off against the Job Card and associated documentation?</b>
A suitably qualified person, e.g. Senior Technician, Supervisor, Manager or Estimator must inspect every completed vehicle before it is handed back to the customer to ensure that the overall repair has been completed in accordance with the job card specification and Kia repair methods. An itemised checklist must be completed, dated and signed once the final inspection has been completed.	
<b>I.03</b>	<b>Does the ARC commit to complete repairs so as to underwrite any remaining terms of a vehicle manufacturer's paint/anti-perforation warranty?</b>
The remaining period of any manufacturer's paintwork and/or anti-perforation warranty must be underwritten on the repaired area of the vehicle.	
<b>I.04</b>	<b>Unless expressly authorised by Atticus, does the ARC commit to using Genuine OE Replacement Parts at all times?</b>
All parts fitted must be guaranteed for the duration of the part manufacturer's own warranty and parts must be genuine	
<b>I.05</b>	<b>(Identifies those areas covered by a formal Repair Order Audit or under a general quality assessment). Does the ARC confirm its compliance that all work is of a quality and process adherence to bear detailed scrutiny of elements listed below?</b>
<ul style="list-style-type: none"> <li>• Vehicle Check In (see D.01)</li> <li>• Vehicle Handover (see D.03)</li> <li>• Presence of complete Job Pack (see E.05)</li> <li>• Damage assessment efficacy &amp; accuracy, incl. menu pricing</li> <li>• Image quality</li> <li>• Stage QC Checks (see I.01)</li> <li>• Final QC Check (see I.02)</li> <li>• Repair Method adherence (see E.03)</li> <li>• Use of Genuine OE Parts (see I.04)</li> <li>• Adherence to 'Customer Contact Process' (see D.07)</li> <li>• Vehicle Protection (see E.13 &amp; E.14)</li> <li>• Overall finish quality</li> </ul>	