



The Power to Surprise

APPROVED BODYSHOP STANDARDS 2020

SUPPORTING APPENDICES

Notes:

These Appendices have been written to provide the bodyshop with additional detail in support opposite some of the **Kia Approved Bodyshop Standards**.

We have also included certain documentation that will assist you in attaining those Standards; and in some instances, that documentation is available upon request in either PDFs for re-printing or as a MS Excel/Word document to allow data or information capture.

If you require any further guidance or assistance, please email us on kia@fusion-ms.co.uk.

App #	Stds. Ref #	Description
01a	1.05	Vehicle Check-in Form
		<i>available as separate PDF for re-printing</i>
01b	1.05	Vehicle Handover Form
		<i>available as separate PDF for re-printing</i>
02	1.06	Customer Complaint Form
		<i>available as a separate PDF for re-printing</i>
03	1.06	Rectification Log
		<i>available as a separate PDF for re-printing</i>
04	2.09	VOC Summary
		<i>available as a separate MS Excel doc for data entry</i>
05a	5.01	Subcontractor SLA (generic)
		<i>available as separate MS Word doc for completion/amendment</i>
05b	5.01	Subcontractor SLA (body alignment)
		<i>available as separate MS Word doc for completion/amendment</i>
05c	5.01	Subcontractor SLAs (four wheel alignment)
		<i>available as separate MS Word doc for completion/amendment</i>
06a	5.02	Dealer Letter of Commitment (Kia dealer bodyshop)
		<i>available as a separate MS Word doc for reference only</i>
06b	5.02	Dealer SLA (independent bodyshop)
		<i>available as a separate MS Word doc for reference only</i>
07	6.03	Tools
		<i>available as a separate PDF for re-printing</i>
08a	6.05	General Workshop Equipment
		<i>available as a separate PDF for re-printing</i>
08b	6.05	Torque Settings
		<i>available as a separate PDF for re-printing</i>
09	7.01	Quality Control Sheet
		<i>available as a separate PDF for re-printing</i>
10	7.02	Final Inspection Checklist
		<i>available as a separate PDF for re-printing</i>

Appendix 01a: Vehicle Check-in Form



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VEHICLE CHECK-IN FORM

Customer Name: Date: Time:

Job No: Reg. No: Make: Model:

VIN: Colour: Mileage:

Mobile / Immobile Driven / Recovered Recovery Agent:

Fuel Level: 1 2 3 4 5 6 7 8 9 Oil Level: Correct / Low / Below Min.
Empty Half-tank Full Coolant Level: Correct / Low / Below Min.

Tyre Condition: NSF OSF NSR OSR Spare

Engine Warning Lights Illuminated? YES / NO Air Bag Warning Light Illuminated? YES / NO

Interior Contents: (incl. glove box, door pockets etc.)
Table with 4 rows for listing interior items.

Boot Contents:
Table with 4 rows for listing boot contents.

Any possible/probable mechanical damage to engine or transmission?.....

Table with columns for various vehicle features (Hub Caps, Spare Wheel, Tyre Inflator & Repair Kit, Radio/CD, First Aid Kit, Tool Kit, Non-Std Lights, Floor Mats, Wheel Lock Nut, Aerial, Alarm Fitted/Working, Portable Sat Nav, ICE Fitted/Working, Speakers, Radio Code) and rows for YES/NO status.

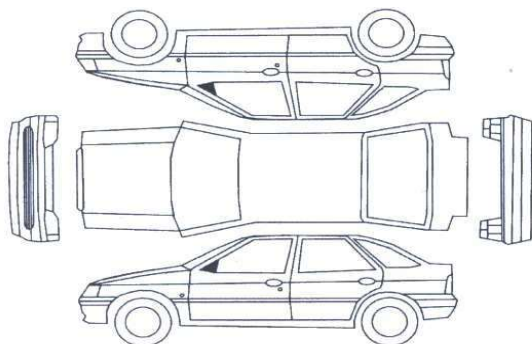
Weather conditions at time of inspection? Wet / Dry / Bright Sunlight

Vehicle condition at time of inspection? Interior: Clean / Average / Dirty Exterior: Clean / Average / Dirty

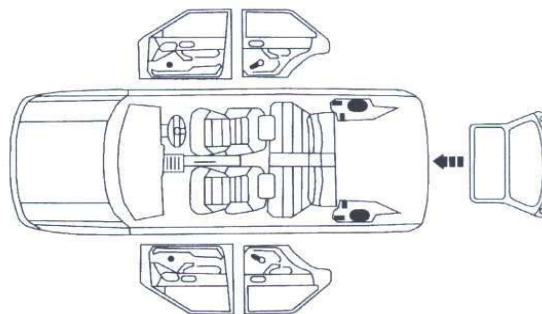
DAMAGE CODES:

ACC = Accident Damage, D = Dent, DT = Damaged Trim, I = Insecure, PPR = Poor Previous Repair
R = Rust, S = Scratch, SC = Stone Chips, ST = Stained

VEHICLE EXTERIOR



VEHICLE INTERIOR



Remarks:

Signed (Repairer): Signed (Customer):

Appendix 01b: Vehicle Handover Form



The Power to Surprise

VEHICLE HANDOVER FORM

Customer Name: **Date:** **Time:**

Job No: **Reg. No:** **Make:** **Model:**

PLEASE TICK THE BOXES BELOW AS APPROPRIATE

Is the Fuel level the same as when you left the vehicle with us? YES NO

Where relevant.....

Have any Interior Contents left with us been returned complete to you? YES NO Not Applicable

Have any Boot Contents left with us been returned complete to you?

Are all the following items present/working/in the same condition as they were when you left the vehicle with us?

	YES	NO	Not Applicable
Hub Caps?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spare Wheel?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tyre Inflator & Repair Kit?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sound System/Portable Sat Nav?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Aerial?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
First Aid Kit?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tool Kit/Wheel Lock Nut?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Floor Mats?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alarm System?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keys?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dashboard Warning Lights?	<input type="checkbox"/>	<input type="checkbox"/>	

Has the vehicle been cleaned to your satisfaction?

Have you received your Repair Certificate? (if applicable)

Comments?

Signed (Repairer): Signed (Customer):

Appendix 02: Customer Complaint Form



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CUSTOMER COMPLAINT FORM

Date of Complaint:		Complaint Ref:	
Customer Name:			
Customer Address:			
Post Code:		Email:	
Home Tel:		Mobile Tel:	
Vehicle Make/Model:		Registration Number:	
Invoice Number:		Work Provider:	
Date On-Site:		Date Left Site:	
Mileage When Left Site:		Mileage Now:	
Original Repair Details (in brief):			
Nature of Complaint:			
	Complaint Justified / Complaint Not Justified		
Corrective Action Taken:			
Action Taken By:		Date:	
Preventative Action Taken:			
Action Taken By:		Date:	
Management Review Date:			

Appendix 03: Rectification Log



The Power to Surprise

RECTIFICATION LOG

Date	Job Number	Vehicle Registration	Rectification Issue	Paint Brand <i>(if paint related)</i>	Technician	Date Resolved

Appendix 04: VOC Summary

 The Power to Surprise	ANNUAL VOC SUMMARY	Year	2020
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Supplier / Paint Brand	January	February	March	April	May	June	
	0.00	0.00	0.00	0.00	0.00	0.00	
	0.00	0.00	0.00	0.00	0.00	0.00	
	0.00	0.00	0.00	0.00	0.00	0.00	
	0.00	0.00	0.00	0.00	0.00	0.00	
	0.00	0.00	0.00	0.00	0.00	0.00	
Total (Kg)	0.00	0.00	0.00	0.00	0.00	0.00	
less Returned as waste (Kg)	0.00	0.00	0.00	0.00	0.00	0.00	
Net Total (Kg)	0.00	0.00	0.00	0.00	0.00	0.00	
Supplier / Paint Brand	July	August	September	October	November	December	
	0.00	0.00	0.00	0.00	0.00	0.00	
	0.00	0.00	0.00	0.00	0.00	0.00	
	0.00	0.00	0.00	0.00	0.00	0.00	
	0.00	0.00	0.00	0.00	0.00	0.00	
	0.00	0.00	0.00	0.00	0.00	0.00	
Total (Kg)	0.00	0.00	0.00	0.00	0.00	0.00	0.00
less Returned as waste (Kg)	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Net Total (Kg)	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Please Note:

Clean thinners 0.85 kg of VOC per litre which equates to 21.25 kg of VOC per 25 litres

Waste thinners 0.68 kg of VOC per litre which equates to 17 kg of VOC per 25 litres

Appendix 05a: Subcontractor SLA (Generic version)

This draft SLA carries a form of words that both the Kia Approved Bodyshop and the selected subcontractor may wish to use as a template, and is available in a MS Word document upon request. In respect of compliance against the prevailing Kia Approved Bodyshop Standards, both parties must ensure that clauses 1.1, 1.2, 1.3 & 4.1 are adopted in some form in the final agreement so as not to detract from the intended purpose as laid down in this template.

Neither **Kia Motors (UK) Limited** nor **Fusion Management Support Limited** accept any liability or responsibility for the wording contained in this template should any party elect to rely upon it. It is the responsibility of all parties to seek appropriate legal advice before adopting this template, or a variation of the same, as a document intended to be legally binding.

Subcontractor SLA wording:

The following outline agreement is made between the above companies:

1. Subject matter:

1.1 - The contractor carries out the work for the client on vehicles according to the requirements of the client. All work carried out on behalf of the client must be executed with reasonable care & skill and be to the required quality standards applied through the appropriate equipment and be in accordance with the manufacturer's current guidelines, technical procedures & specifications.

1.2 - To ensure that the manufacturer's current guidelines, technical procedures & specifications are being adopted by the contractor – the client must ensure that the contractor is regularly provided with the relevant and appropriate technical & procedural information.

1.3 - The contractor must ensure, at all times that any employee carrying out work on behalf of the client carries a current industry recognised competency accreditation.

2. Processing of client orders and obligations:

2.1 - The client will provide the contractor with a detailed work order setting out what work requires actioning.

2.2 - On the contractor's agreement to carry out the work order, the contractor commits to prioritising and completing the work within the agreed time schedule.

2.3 - The contractor may not assign charge or otherwise deal with this Agreement in any way without the consent of the client.

2.4 - The contractor may not delegate any duties or obligation arising under the Agreement otherwise than may be expressly permitted under its terms.

2.5 - The contractor may not describe itself as an agent or representative of the client except as expressly authorised by the Agreement

3. The invoice:

3.1 - The contractor commits to invoice the client the appropriate labour charge for the work carried out, based on the manufacturer's set out labour time schedule for that specific task.

3.2 - Charges determined in 3.1, form part of this agreement and can only be altered after prior agreement.

3.3 - The contractor agrees to provide the client with a discount rate of <enter discount rate>% dependent on throughput volumes.

3.4 - All invoices must clearly show the gross, net and VAT amounts, and carry the relevant job/estimate number.

4. Liabilities:

4.1 - Whilst the client's vehicles are in the possession of the contractor, the contractor is required to provide evidence of their insurance policy, showing that the vehicle & its contents are insured against loss or damage, along with evidence to support that any equipment used has been maintained in line with the manufacturer specifications, and in any event at least annually, and carries a current calibration certificate where required under the Kia Approved Bodyshop Standards.

5. Agreement terms:

5.1 - This agreement comes into force on <enter date> for an indefinite period. It can be terminated by either party with three months written notice.

5.2 - Termination can however be immediate, should either party significantly violate their obligations, despite written warnings or when the clients contract with their manufacturer ends or through the contractor losing their licence to trade.

6. Whole agreement:

6.1 - The Parties acknowledge that this Agreement contains the whole agreement between the parties and it has not relied upon any oral or written representations made to it by the principal or its employees or agents and have made its own independent investigations into all matters relevant to the Business.

7. Supersedes prior agreements:

7.1 - This Agreement supersedes any prior agreement between the parties whether written or oral and any such prior agreements are cancelled as at the Commencement Date but without prejudice to any rights which have already accrued to either of the parties.

8. Change of address:

8.1 - Each of the parties shall give notice to the other of any change or acquisition of any address or telephone, email or similar number as soon as practicable and in any event within 48 hours of such change or acquisition.

9. Notices:

9.1 - Any notice to be served on either of the parties by the other shall be set by prepaid recorded delivery or registered post or by electronic mail and shall be deemed to have been received by the addressee within 72 hours of posting or 24 hours if sent by electronic mail to the correct electronic mail address.

10. Headings:

10.1 - Headings contained in this Agreement are for reference purposes only and shall not be incorporated into the Agreement and shall not be deemed to be any indication of the meaning of the clauses and sub-clauses to which they relate.

11. Joint and several:

11.1 - All agreements on the part of either of the parties which comprises more than one person or entity shall be joint and several and the neuter singular gender throughout this Agreement shall include all genders and the plural and the successors in title to the parties.

12. No partnership:

12.1 - The parties are not partners or joint ventures nor is the contractor able to act as agent of the principal save as authorised by this Agreement.

13. The Client's right to assign:

13.1 - This Agreement and all rights under it may be assigned or transferred by the client.

14. Proper law and jurisdiction:

14.1 - This Agreement shall be governed by English law in every particular including formation and interpretation and shall be deemed to have been made in England.

14.2 - Any proceedings arising out of or in connection with this Agreement may be brought in any court of competent jurisdiction in England and Wales

14.3 - The submission by the parties to such jurisdiction shall not limit the right of The Client to commence any proceedings arising out of this Agreement in any other jurisdiction it may consider appropriate.

14.4 - Any notice of proceedings or other notices in connection with or which would give effect to any such proceedings may without prejudice to any other method of service be served on any party in accordance with clause 9.11.

15. Survival of terms:

15.1 - No term shall survive expiry or termination of this Agreement unless expressly provided.

16. Waiver:

16.1 - The failure by The Client to enforce at any time or for any period any one or more of the terms or conditions of this Agreement shall not be a waiver of them or of the right at any time thereafter to enforce all terms and conditions of this Agreement.

17. Third Party Rights:

17.1 - The Contracts (Rights of Third Parties) Act 1999 shall not apply to this Agreement

Ends.

Appendix 05b: Subcontractor SLA (Body Alignment version)

This draft SLA carries a form of words that both the Kia Approved Bodyshop and the selected subcontractor may wish to use as a template, and is available in a MS Word document upon request. In respect of compliance against the prevailing Kia Approved Bodyshop Standards, both parties must ensure that clauses 1.1, 1.2, 1.3 & 4.1 are adopted in some form in the final agreement so as not to detract from the intended purpose as laid down in this template.

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Subcontractor SLA wording:

CLIENT		CONTRACTOR	
Company		Company	
Address		Address	
Town		Town	
Post Code		Post Code	
Tel		Tel	
Email		Email	

The following outline agreement is made between the above companies:

1. Subject matter:

- 1.1 - The contractor carries out the work for the client on vehicles according to the requirements of the client. All work carried out on behalf of the client must be executed with reasonable care & skill and be to the required quality standards applied through the appropriate equipment as detailed under the prevailing Kia Approved Bodyshop Standards and be in accordance with the manufacturer's current guidelines, technical procedures & specifications.
- 1.2 - To ensure that the manufacturer's current guidelines, technical procedures & specifications are being adopted by the contractor – the client must ensure that the contractor is regularly provided with the relevant and appropriate technical & procedural information.
- 1.3 - The contractor must ensure, that all work is completed by competent, trained and professionally accredited technicians, copies of current competency to be provided which must be valid and have been completed in the last three years.

2. Processing of client orders and obligations:

- 2.1 - The client will provide the contractor with a detailed work order setting out what work requires actioning.
- 2.2 - On the contractor's agreement to carry out the work order, the contractor commits to prioritising and completing the work within the agreed time schedule.
- 2.3 - The contractor may not assign charge or otherwise deal with this Agreement in any way without the consent of the client.
- 2.4 - The contractor may not delegate any duties or obligation arising under the Agreement otherwise than may be expressly permitted under its terms.
- 2.5 - The contractor may not describe itself as an agent or representative of the client except as expressly authorised by the Agreement

3. The invoice:

- 3.1 - The contractor commits to invoice the client the appropriate labour charge for the work carried out, based on the agreed labour time schedule for that specific task.
- 3.2 - Charges determined in 3.1, form part of this agreement and can only be altered after prior agreement.
- 3.3 - The contractor agrees to provide the client with a discount rate of <enter discount rate>% dependent on throughput volumes.
- 3.4 - All invoices must clearly show the gross, net and VAT amounts, and carry the relevant job/estimate number, vehicle registration number and the vehicle mileage when it arrived and left the contractors premises and any equipment print outs relating to the vehicle must be attached to the invoice.

4. Liabilities:

- 4.1 - Whilst the client's vehicles are in the possession of the contractor, the contractor is required to provide evidence of their public liability and employees liability insurance policies, showing that the vehicle & its contents are insured against loss or damage, along with evidence to support that any equipment used has been maintained in line with the manufacturer specifications, and in any event at least annually, and carries a current calibration certificate where required under the Kia Approved Bodyshop Standards.

5. Agreement terms:

- 5.1 - This agreement comes into force on <enter date> for an indefinite period. It can be terminated by either party with three months written notice.

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5.2 - Termination can however be immediate, should either party significantly violate their obligations, despite written warnings or when the clients contract with their manufacturer ends or through the contactor losing their licence to trade.

6. Whole agreement:

6.1 - The Parties acknowledge that this Agreement contains the whole agreement between the parties and it has not relied upon any oral or written representations made to it by the principal or its employees or agents and have made its own independent investigations into all matters relevant to the Business.

7. Supersedes prior agreements:

7.1 - This Agreement supersedes any prior agreement between the parties whether written or oral and any such prior agreements are cancelled as at the Commencement Date but without prejudice to any rights which have already accrued to either of the parties.

8. Change of address:

8.1 - Each of the parties shall give notice to the other of any change or acquisition of any address or telephone, email or similar number as soon as practicable and in any event within 48 hours of such change or acquisition.

9. Notices:

9.1 - Any notice to be served on either of the parties by the other shall be set by prepaid recorded delivery or registered post or by electronic mail and shall be deemed to have been received by the addressee within 72 hours of posting or 24 hours if sent by electronic mail to the correct electronic mail address.

10. Headings:

10.1 - Headings contained in this Agreement are for reference purposes only and shall not be incorporated into the Agreement and shall not be deemed to be any indication of the meaning of the clauses and sub-clauses to which they relate.

11. Joint and several:

11.1 - All agreements on the part of either of the parties which comprises more than one person or entity shall be joint and several and the neuter singular gender throughout this Agreement shall include all genders and the plural and the successors in title to the parties.

12. No partnership:

12.1 - The parties are not partners or joint ventures nor is the contractor able to act as agent of the principal save as authorised by this Agreement.

13. The Client's right to assign:

13.1 - This Agreement and all rights under it may be assigned or transferred by the client.

14. Proper law and jurisdiction:

14.1 - This Agreement shall be governed by English law in every particular including formation and interpretation and shall be deemed to have been made in England.

14.2 - Any proceedings arising out of or in connection with this Agreement may be brought in any court of competent jurisdiction in England and Wales

14.3 - The submission by the parties to such jurisdiction shall not limit the right of The Client to commence any proceedings arising out of this Agreement in any other jurisdiction it may consider appropriate.

14.4 - Any notice of proceedings or other notices in connection with or which would give effect to any such proceedings may without prejudice to any other method of service by served on any party in accordance with clause 9.11.

15. Survival of terms:

15.5 - No term shall survive expiry or termination of this Agreement unless expressly provided.

16. Waiver:

16.1 - The failure by The Client to enforce at any time or for any period any one or more of the terms or conditions of this Agreement shall not be a waiver of them or of the right at any time thereafter to enforce all terms and conditions of this Agreement.

17. Third Party Rights:

17.1 - The Contracts (Rights of Third Parties) Act 1999 shall not apply to this Agreement

(Date)

(Signature of Contractor)

(Signature of client)

(Name of Contractor)

(Name of Client)

Appendix 05c: Subcontractor SLA (Four Wheel Alignment version)

This draft SLA carries a form of words that both the Kia Approved Bodyshop and the selected subcontractor may wish to use as a template, and is available in a MS Word document upon request. In respect of compliance against the prevailing Kia Approved Bodyshop Standards, both parties must ensure that clauses 1.1, 1.2, 1.3 & 4.1 are adopted in some form in the final agreement so as not to detract from the intended purpose as laid down in this template.

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Subcontractor SLA wording:

CLIENT		CONTRACTOR	
Company		Company	
Address		Address	
Town		Town	
Post Code		Post Code	
Tel		Tel	
Email		Email	

The following outline agreement is made between the above companies:

1. Subject matter:

- 1.1 - The contractor carries out the work for the client on vehicles according to the requirements of the client. All work carried out on behalf of the client must be executed with reasonable care & skill and be to the required quality standards applied through the appropriate equipment as detailed under the prevailing Kia Approved Bodyshop Standards and be in accordance with the manufacturer's current guidelines, technical procedures & specifications.
- 1.2 - To ensure that the manufacturer's current guidelines, technical procedures & specifications are being adopted by the contractor – the client must ensure that the contractor is regularly provided with the relevant and appropriate technical & procedural information.
- 1.3 - The contractor must ensure, that all work is completed by competent, trained and professionally accredited technicians, copies of current competency to be provided which must be valid and have been completed in the last three years.

2. Processing of client orders and obligations:

- 2.1 - The client will provide the contractor with a detailed work order setting out what work requires actioning.
- 2.2 - On the contractor's agreement to carry out the work order, the contractor commits to prioritising and completing the work within the agreed time schedule.
- 2.3 - The contractor may not assign charge or otherwise deal with this Agreement in any way without the consent of the client.
- 2.4 - The contractor may not delegate any duties or obligation arising under the Agreement otherwise than may be expressly permitted under its terms.
- 2.5 - The contractor may not describe itself as an agent or representative of the client except as expressly authorised by the Agreement

3. The invoice:

- 3.1 - The contractor commits to invoice the client the appropriate labour charge for the work carried out, based on the agreed labour time schedule for that specific task.
- 3.2 - Charges determined in 3.1, form part of this agreement and can only be altered after prior agreement.
- 3.3 - The contractor agrees to provide the client with a discount rate of <enter discount rate>% dependent on throughput volumes.
- 3.4 - All invoices must clearly show the gross, net and VAT amounts, and carry the relevant job/estimate number/vehicle registration number and the vehicle mileage when it arrived and left the contractors premises and any equipment print outs relating to the vehicle must be attached to the invoice.

4. Liabilities:

- 4.1 - Whilst the client's vehicles are in the possession of the contractor, the contractor is required to provide evidence of their public liability and employers liability insurance policies, showing that the vehicle & its contents are insured against loss or damage, along with evidence to support that any equipment used has been maintained in line with the manufacturer specifications, and in any event at least annually, and carries a current calibration certificate where required under the Kia Approved Bodyshop Standards.

5. Agreement terms:

- 5.1 - This agreement comes into force on <enter date> for an indefinite period. It can be terminated by either party with three months written notice.

Kia Bodyshop Appendices 2020 (v01).pdf

5.2 - Termination can however be immediate, should either party significantly violate their obligations, despite written warnings or when the clients contract with their manufacturer ends or through the contractor losing their licence to trade.

6. Whole agreement:

6.1 - The Parties acknowledge that this Agreement contains the whole agreement between the parties and it has not relied upon any oral or written representations made to it by the principal or its employees or agents and have made its own independent investigations into all matters relevant to the Business.

7. Supersedes prior agreements:

7.1 - This Agreement supersedes any prior agreement between the parties whether written or oral and any such prior agreements are cancelled as at the Commencement Date but without prejudice to any rights which have already accrued to either of the parties.

8. Change of address:

8.1 - Each of the parties shall give notice to the other of any change or acquisition of any address or telephone, email or similar number as soon as practicable and in any event within 48 hours of such change or acquisition.

9. Notices:

9.1 - Any notice to be served on either of the parties by the other shall be set by prepaid recorded delivery or registered post or by electronic mail and shall be deemed to have been received by the addressee within 72 hours of posting or 24 hours if sent by electronic mail to the correct electronic mail address.

10. Headings:

10.1 - Headings contained in this Agreement are for reference purposes only and shall not be incorporated into the Agreement and shall not be deemed to be any indication of the meaning of the clauses and sub-clauses to which they relate.

11. Joint and several:

11.1 - All agreements on the part of either of the parties which comprises more than one person or entity shall be joint and several and the neuter singular gender throughout this Agreement shall include all genders and the plural and the successors in title to the parties.

12. No partnership:

12.1 - The parties are not partners or joint ventures nor is the contractor able to act as agent of the principal save as authorised by this Agreement.

13. The Client's right to assign:

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14. Proper law and jurisdiction:

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14.2 - Any proceedings arising out of or in connection with this Agreement may be brought in any court of competent jurisdiction in England and Wales

14.3 - The submission by the parties to such jurisdiction shall not limit the right of The Client to commence any proceedings arising out of this Agreement in any other jurisdiction it may consider appropriate.

14.4 - Any notice of proceedings or other notices in connection with or which would give effect to any such proceedings may without prejudice to any other method of service be served on any party in accordance with clause 9.11.

15. Survival of terms:

15.1 - No term shall survive expiry or termination of this Agreement unless expressly provided.

16. Waiver:

16.1 - The failure by The Client to enforce at any time or for any period any one or more of the terms or conditions of this Agreement shall not be a waiver of them or of the right at any time thereafter to enforce all terms and conditions of this Agreement.

17. Third Party Rights:

17.1 - The Contracts (Rights of Third Parties) Act 1999 shall not apply to this Agreement

(Date)

(Signature of Contractor)

(Signature of client)

(Name of Contractor)

(Name of Client)

Appendix 06a: Dealer Letter (Kia dealer bodyshop)

This 'Letter of Commitment' template carries the form of words prescribed by **Kia Motors (UK) Limited** that the nominating KIA dealer must commit to on behalf of itself and its Kia Approved Bodyshop [KAB].

In every case, **Kia Motors (UK) Limited** will issue the Letter centrally.

Dealer Letter wording:

Dealer Principal
<KiaDealerName> (<KiaDealerNumber>)
<Address1>
<Address2>
<City>
<County>
<PostCode>

<Date>

Dear Sir/Madam

Kia Approved Bodyshop Programme

Your nominated Bodyshop, <BodyshopName>, <BodyshopAddress> (<BodyshopReferenceNumber>) has met the minimum standard required for Kia Approved Bodyshop status and is now approved.

To finalise your association with this bodyshop, please sign two copies of this letter and return one copy to Colin Lonergan (Key Account Manager - Fleet & Insurance) at the above address or by email to clonergan@kia.co.uk and retain one copy of this letter for your records. Once our copy is received you will have a formally approved bodyshop for Kia.

Yours faithfully

Kevin Todd

General Manager – Service & Quality

I hereby agree for Kia Motors (UK) Limited to list our bodyshop, located at the address detailed above, as a Kia Approved Bodyshop. I will ensure that the required standards for the bodyshop continue to be met and service levels delivered.

Signature _____ Date _____
Print name _____ Position _____

Ends.

Appendix 06b: Dealer Agreement (independent bodyshop)

This SLA template carries the form of words prescribed by **Kia Motors (UK) Limited** that the Kia Approved Bodyshop [KAB] must enter into with its nominating KIA dealer. In every case, **Kia Motors (UK) Limited** will issue the SLA centrally.

Dealer SLA wording:

1. Duration

- 1.1 This agreement shall come into effect from the Commencement Date without limitation of time.

2. Termination

- 2.1 Either party may terminate this agreement voluntarily at any time by giving the other party 30 days' notice in writing.
- 2.2 Either party may terminate this agreement in the event of the other party being in breach of the agreement by giving the other party 30 days' notice in writing.
- 2.3 This agreement will immediately terminate in the event of Kia Motors (UK) Limited rescinding the dealer's franchise agreement for any reason, or either party changing ownership or going into receivership.
- 2.4 Termination of this agreement, for whatever reason, does not release either party from their obligations in respect of warranty, pursuant to Section 8 of this agreement, clauses 8.1 to 8.3.

Subject to the terms of this agreement and the standards being met in full by the KAB, the dealer agrees to: -

3. Appointment

- 3.1 Deal at first hand with all Kia customer transactions relating to paint and body repairs and not to refer customers directly to the KAB.
- 3.2 Refer Kia warranty paint and body work and non-warranty paint and body repairs to the KAB.
- 3.3 Provide the KAB with access to all relevant hard copy or electronically transmitted technical information produced by Kia Motors (UK) Limited, when required to carry out repairs.
- 3.4 Allow vehicles undergoing accident repair at the KAB to be processed when necessary using the Kia Diagnostic System (KDS) at the dealer's premises, utilising dealer Kia trained technicians; and also make available to the KAB all Kia special tools considered necessary to undertake the repair on a free-on-loan basis. [The dealer may expect to recover the full cost price of any special tool not returned promptly after the repair is completed, or returned in an unsatisfactory condition].
- 3.5 Provide access to any relevant product training offered by Kia Motors (UK) Limited.
- 3.6 Enter into a separate agreement with the KAB over the commercial terms relating to labour rates, parts discounts, invoicing, payment arrangements etc.
- 3.7 Take responsibility for ensuring that all paint and body repairs carried out by the KAB are completed to the manufacturer's finish standard and the vehicle is clean inside and out before handing back to the customer.
- 3.8 Pay all charges owing to the KAB in accordance with the terms agreed in 3.6. on receipt of a correctly prepared invoice.

Subject to the terms of this agreement being met in full by the dealer, the KAB agrees to: -

4. KAB standards

- 4.1 Maintain a level of tooling, technical competence and legislative compliance at least equivalent to the Kia Approved Bodyshop standards.
- 4.2 Promptly implement any reasonable changes made to the Kia Approved Bodyshop standards.
- 4.3 Carry out paint and body repairs in accordance with the procedures detailed on KMUK's Global Service Way or via Thatcham escribe.

5. Response times

- 5.1 Ensure any request from the dealer for a body or paint work estimate receives prompt attention.
- 5.2 Undertake warranty paint repairs promptly after receiving authority from the dealer.
- 5.3 Commence non-warranty related body and paint repairs promptly after receiving authority from the dealer or the customer's insurance company representative.
- 5.4 Arrange for the transfer of vehicles between dealer, customer and KAB premises in line with customer requirements.
- 5.5 Settle all inherited charges without delay in order to precipitate a timely release of a vehicle from storage.
- 5.6 Be available to communicate with dealer staff during the hours of 08:30 to 17:30 Monday to Friday and 09:00 to 12:00 on Saturdays.

6. Repair times

- 6.1 Comply with Kia warranty paint times, as advised by the dealer.
- 6.2 Calculate estimated completion times on the basis of 5 working hours per day.
- 6.3 Provide the dealer with an estimated completion date at the commencement of repairs.
- 6.4 Advise dealer staff immediately if a change to the estimated completion date is anticipated.

7. Invoicing

- 7.1 Invoice the dealer for all warranty paint repairs.
- 7.2 Invoice the dealer for all body or paint repairs funded by the dealer's customer.
- 7.3 Invoice the customer's insurance company for any insurance related body and paint repairs. [The dealer will invoice their customer direct for VAT (VAT registered customers only) and excess charges]
- 7.4 Invoice the customer's insurance company, or the dealer in the case of repairs funded by the dealer's customer, for all inherited charges settled pursuant to clause 5.5.

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- 7.5 Submit a correctly prepared invoice to the dealer within an agreed time period after repairs are completed, pursuant to clause 3.6.

8. Warranty

- 8.1 Provide a minimum 5 years workmanship warranty, subject to repairs being completed in accordance with agreed methods.
- 8.2 Underwrite the remaining period of the vehicle manufacturer's paintwork or anti-perforation warranty, on the repaired areas of the vehicle, subject to repairs being completed in accordance with agreed methods.
- 8.3 Guarantee all parts supplied for the duration and terms of the manufacturer's warranty.

9. Insurance

- 9.1 Maintain appropriate levels of motor, employee and public liability insurance and provide the dealer with evidence of cover on request.

10. Confidentiality

- 10.1 Treat as strictly confidential the content of any Kia information provided by the dealer.
- 10.2 Manage all customer information in accordance with the requirements of the Data Protection Act 1998.
- 10.3 Refrain from promoting Kia Approved Bodyshop status unless expressly authorised in writing by Kia Motors (UK) Limited.

11. Dispute management

- 11.1 Agree to refer unresolved disputes to an independent arbitrator.

12. Audit

- 12.1 Allow the dealer, Kia Motors (UK) Limited or their appointed representatives to enter the business premises for the purposes of auditing Kia Approved Bodyshop standards, subject to 7 days' notice being given for a full formal audit. KMUK reserves the right to make unannounced visits to validate compliance elements.
- 12.2 Provide the dealer, Kia Motors (UK) Limited or their appointed representatives with every assistance reasonably required to complete the audit.

13. Governing Law

- 13.1 This Agreement will be governed by and construed in all respects in accordance with the laws of England and Wales and the parties hereby submit irrevocably to the exclusive jurisdiction of the English Courts.

Ends.

Appendix 07: Kia Tool List



The Power to Surprise

6.03.01	Air Saw	6.03.25	Glass removal/Refit Equipment
6.03.02	Rotary Cutter	6.03.26	Spray Guns
6.03.03	Hand Saw		<i>All spray guns must be of the type HVLP (High Volume Low Pressure) or LVLP (Low Volume Low Pressure).</i>
6.03.04	Tin Snips	6.03.27	Plastics Repair Kit
6.03.05	Air Drill		<i>Plastic repair equipment, associated accessories & materials for effective plastic repairs to be carried out on-site, incl. 2 pack systems, plastic welding and staple gun.</i>
6.03.06	Spot Cutter	6.03.28	Sealant Gun
6.03.07	Vice Grips	6.03.29	Cavity Wax Injection Gun
6.03.08	Flanging Tool		<i>A range of anti-corrosion materials and applicators to be available on-site.</i>
6.03.09	Disk Grinder	6.03.30	Combination Spanner set
6.03.10	Disk Sander	6.03.31	Socket Set
6.03.11	Belt Sander		<i>Can be Technicians' own tools but should be included in maintenance list.</i>
6.03.12	Small-sized Grinder	6.03.32	Screwdriver set
6.03.13	Random Orbital Sander		<i>Can be Technicians' own tools but should be included in maintenance list.</i>
6.03.14	Orbital Sander	6.03.33	Torx Set
6.03.15	Orbital Sander Long		<i>Can be Technicians' own tools but should be included in maintenance list.</i>
6.03.16	Body Files		
6.03.17	Hand Files		
6.03.18	Body Hammers & Dollies		
6.03.19	Centre Punch		
6.03.20	Steel Chisels		
6.03.21	Club Hammer		
6.03.22	Cross Pein Hammer		
6.03.23	Spoons		
6.03.24	Wire Brushes		

Appendix 08a: General Workshop Equipment



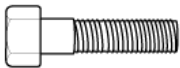
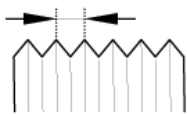
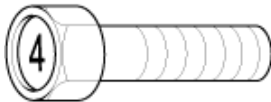
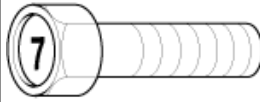
The Power to Surprise

6.05.01	Pulling arm <i>Pulling arm to have a minimum capacity of 10 tonne.</i>
6.05.02	Hydraulic ram <i>Hydraulic ram to have a minimum capacity of 4 tonne.</i>
6.05.03	Panel stands
6.05.04	Spark Resistant Blankets <i>At least 2 weld resistant blankets should be readily available on site to protect the exterior and interior of the vehicle during the welding process.</i>
6.05.05	Welding Screens <i>At least 1 weld screen should be available on site to protect other vehicles and equipment during the welding process.</i>
6.05.06	Water / Steam pressure cleaner
6.05.07	Hydraulic press <i>Hydraulic press to have a minimum capacity of 10 tonne, and secured to the floor.</i>
6.05.08	Engine hoist <i>An engine hoist capable of removing all engines / suspension units from the Kia range – minimum capacity 0.5 tonne</i>
6.05.09	Weld fume extraction system <i>Centralised, mobile units or welding helmets incorporating appropriate extraction capability readily available and in good working order.</i>
6.05.10	Dust extraction system <i>Centralised or mobile dust extraction units available on site with appropriate extraction capability.</i>
6.05.11	Industrial vacuum cleaner <i>Vacuum cleaner should also have wet facility.</i>
6.05.12	Air compressor with oil and water separator
6.05.13	2 post OR 4 post vehicle hoist <i>Ramps must have a minimum safe working load of 3 tonnes For additional guidance please see:- http://www.hseni.gov.uk/hsg261_health_and_safety_in_motor_vehicle_repair_and_associated_industries.pdf page 44, http://www.hse.gov.uk/foi/internalops/sims/manuf/3_10_02.htm</i>
6.05.14	Fuel retriever unit for petrol and diesel, for removal and temporary storage of fuel. <i>If one unit is used for both fuels, then cleaning procedure available.</i>
6.05.15	Headlamp alignment equipment <i>Headlamp equipment must be capable of aligning all headlamps in the Kia range. The floor area should be level.</i>
6.05.16	Brake Pressure Bleeding Equipment, either electric or vacuum unit
6.05.17	Trolley jacks <i>Trolley jacks to have a minimum capacity of 3 tonne.</i>
6.05.18	Axle stands <i>Minimum number of 4 axle stands available, capable of minimum capacity of 3 tonne.</i>
6.05.19	Dent Reduction System
6.05.20	Induction Heater <i>Preferred to oxy-acetylene welding plant as less risk in the workshop and more controlled when in use and therefore less associated damage incurred.</i>
6.05.21	Torque Wrenches <i>Torque wrenches particularly important in the 'Pedestrian Protection Zones' and to cover a minimum range of 3 - 200 Nm for Kia vehicles</i>
6.05.22	Infra Red Drying <i>Infra-Red Dryer should have a minimum specification of 3000 Watts</i>
6.05.23	Paint Thickness Gauge
6.05.24	Hybrid & Electric Vehicle charging capability <i>All Kia Approved Bodyshops must provide the facility to charge Kia vehicles. For those who wish to install a charging unit the specification is as follows: EV Charger (for Soul EV, Niro PHEV & Optima PHEV): All Kia Approved Bodyshops must provide a minimum of one 'Type 2' Fast Charger at an agreed location in close proximity to the Reception area, as well as being accessible by workshop staff. The minimum specification is a Mode 3 7kW AC 30 amp Fast Charger suitable for use with 16A/20A rated Mode 3 charging cables and fitted with 2 charging sockets. To facilitate multiple vehicle connector types the unit must be non-tethered (sockets only with no permanent cables). The charging unit must be either Kia branded or neutrally branded. Branding of any other motor manufacturer is not acceptable. The charger must be maintained in good operational condition, and any faults must be rectified as quickly as possible. The Soul EV only is additionally capable of taking a Rapid Charge from charging points (CHAdeMO Type) often found at Motorway Services.</i>
6.05.25	Hybrid & Electric Vehicle Service Safety Tool Kit <i>Hybrid and Electric Vehicle Service Safety Tool Kit to include a minimum - insulating gloves, leather over gloves, cotton under gloves, face shield and protective bag, insulating over shoes, insulating blanket and clamps, voltage detector, insulating tools, toolbox and safety padlock, warning signage and cones.</i>
6.05.26	Advanced Driver Assistance Systems (ADAS) recalibration/re-set equipment <i>If the repair centre utilises its own equipment, it must ensure it meets the specification as laid down in Standard 3.23 and the associated Guidance Note.</i>

Appendix 08b: Torque Settings (Tightening Torque Table of Standard Parts)



The Power to Surprise

Bolt diameter (mm)	Pitch (mm)	Torque Nm (kg.cm, lb.ft)	
		Head Mark 4	Head Mark 7
			
M5	0.8	3 ~ 4 (30 ~ 40, 2.2 ~ 2.9)	5 ~ 6 (50 ~ 60, 3.6 ~ 4.3)
M6	1.0	5 ~ 6 (50 ~ 50, 3.6 ~ 4.3)	9 ~ 11 (90 ~ 110, 6.5 ~ 8.0)
M8	1.25	12 ~ 15 (120 ~ 150, 9 ~ 11)	20 ~ 25 (200 ~ 250, 14.5 ~ 18.0)
M10	1.25	25 ~ 30 (250 ~ 300, 18 ~ 22)	30 ~ 50 (300 ~ 500, 22 ~ 36)
M12	1.25	35 ~ 45 (350 ~ 450, 25 ~ 33)	60 ~ 80 (600 ~ 800, 43 ~ 58)
M14	1.5	75 ~ 85 (750 ~ 850, 54 ~ 61)	120 ~ 140 (1,200 ~ 1,400, 85 ~ 100)
M16	1.5	110 ~ 130 (1,100 ~ 1,300, 80 ~ 94)	180 ~ 210 (1,800 ~ 2,100, 130 ~ 150)
M18	1.5	160 ~ 180 (1,600 ~ 1,800, 116 ~ 130)	260 ~ 300 (2,600 ~ 3,000, 190 ~ 215)
M20	1.5	220 ~ 250 (2,200 ~ 2,500, 160 ~ 180)	360 ~ 420 (3,600 ~ 4,200, 260 ~ 300)
M22	1.5	290 ~ 330 (2,900 ~ 3,300, 210 ~ 240)	480 ~ 550 (4,800 ~ 5,500, 350 ~ 400)
M24	1.5	360 ~ 420 (3,600 ~ 4,200, 260 ~ 300)	610 ~ 700 (6,100 ~ 7,000, 440 ~ 505)

NOTICE

- 1) The torques shown in the table are standard values under the following conditions.
 - Nuts and bolts are made of galvanized steel bar.
 - Galvanized plain steel washers are inserted.
 - All nuts, bolts and plain washers are dry.
- 2) The torques shown in the table are not applicable.
 - When spring washers, toothed washers and the like are inserted.
 - If plastic parts are fastened.
 - If self-tapping screws or self-locking nuts are used.
 - If threads and surfaces are coated with oil.
- 3) Reduce the torque values to the indicated percentage of the standard value under the following conditions.
 - If spring washers are used : 85%
 - If threads and bearing surfaces are stained with oil : 85%

Appendix 09: Quality Control Sheet (in process)

Registration Number	Job Number		
STRIP		DATE	
Vehicle customer care kit fitted			INITIALS ↓ INDICATE ↓
Latest version of job card available			√, X or N/A
Recognised repair methods available and updated if repair method revised			√, X or N/A
All new parts in stock or re-order			√, X or N/A
Displaced parts in cages/bins & labelled			√, X or N/A
Additional parts / damage reported			√, X or N/A
Additional parts / damage authorised if appropriate			√, X or N/A
Additional parts ordered			√, X or N/A
Steering geometry measurements recorded if appropriate		Geometry ID	√, X or N/A
COMPLETED TO A COMPETENT STANDARD?		Technician to Sign	
PANEL		DATE	
Latest version of job card available			INITIALS ↓ INDICATE ↓
Recognised repair methods available and updated if repair method revised			√, X or N/A
Recognised panel repair methods followed			√, X or N/A
Correct welding technique used		Welder ID	√, X or N/A
Jig measurements recorded if appropriate		Jig ID	√, X or N/A
Additional parts / damage reported			√, X or N/A
Additional parts / damage authorised if appropriate			√, X or N/A
Additional parts ordered			√, X or N/A
All materials with a 'best before' date used within their shelf life			√, X or N/A
Action taken to avoid cross contamination of material types e.g. aluminium			√, X or N/A
COMPLETED TO A COMPETENT STANDARD?		Technician to Sign	
PAINT		DATE	
Latest version of job card available			INITIALS ↓ INDICATE ↓
Paint manufacturers technical data consulted as appropriate			√, X or N/A
Recognised paint preparation methods followed			√, X or N/A
All materials with a 'best before' date used within their shelf life			√, X or N/A
Colour match acceptable			√, X or N/A
Paint finish acceptable		Booth ID	√, X or N/A
COMPLETED TO A COMPETENT STANDARD?		Technician to Sign	
REFIT		DATE	
Latest version of job card available			INITIALS ↓ INDICATE ↓
Recognised repair methods available and updated if repair method revised			√, X or N/A
All damaged parts replaced			√, X or N/A
Operation of all replaced/refitted components			√, X or N/A
Components tightened to correct torque where appropriate		Torque Wrench ID	√, X or N/A
Headlamps realigned if appropriate		Headlamp Equipment ID	√, X or N/A
Steering geometry measurements recorded if appropriate		Geometry ID	√, X or N/A
Air conditioning re-charged if appropriate		Air Con Equipment ID	√, X or N/A
All resets completed (incl. ADAS checks if relevant plus record ADAS Equipment ID)			√, X or N/A
Road test completed if appropriate			√, X or N/A
Date & time of completion of any glass bonding		Date & time	√, X or N/A
COMPLETED TO A COMPETENT STANDARD		Technician to Sign	
VALET		DATE	
Interior clean			INITIALS ↓ INDICATE ↓
Exterior clean			√, X or N/A
Windows clean			√, X or N/A
COMPLETED TO A COMPETENT STANDARD?		Valet to Sign	
SUB CONTRACTED WORK			
Operation	Work carried out	Technician or Quality Controller to sign	
Operation	Work carried out	Technician or Quality Controller to sign	
Operation	Work carried out	Technician or Quality Controller to sign	
FINAL CHECKS			
Final checks carried out	Authorised person to sign and date		
In Process Quality Control record completed as appropriate			
Comments:			

Appendix 10: Final Quality Control Checklist

Registration Number	Job Number	
FINAL CHECKS		INDICATE ↓
Review authorised version of estimate to work carried out		√ , X or N/A
Review notes, all customer requests etc completed		√ , X or N/A
MET		INDICATE ↓
Check all trims, mouldings & decals for fit & alignment		√ , X or N/A
Check all electrical items including lights, horn, windscreen wipers and washers		√ , X or N/A
Check all door locks & window operations		√ , X or N/A
Check operation of replaced/refitted components		√ , X or N/A
Check seat belt operation and condition		√ , X or N/A
Aerial refitted		√ , X or N/A
Check fluid levels		√ , X or N/A
Check all wheels, tyres & trims		√ , X or N/A
Wheel nuts correctly torqued		√ , X or N/A
Alarm reset/operational		√ , X or N/A
Clock reset		√ , X or N/A
Radio recoded		√ , X or N/A
All warning lights off including ECU, SRS & ADAS		√ , X or N/A
Steering geometry report attached to job pack		√ , X or N/A
Wheels refurbished		√ , X or N/A
Air conditioning recharged		√ , X or N/A
All specialist work carried out		√ , X or N/A
Road test		√ , X or N/A
PANEL		INDICATE ↓
Panel fit & alignment is within tolerances		√ , X or N/A
Repaired panels correct contour & finish		√ , X or N/A
Panels open/close correctly		√ , X or N/A
Welding and sealers restored to manufacturers standards		√ , X or N/A
Sill clamp marks repaired		√ , X or N/A
Jig alignment report attached to job pack		√ , X or N/A
PAINT		INDICATE ↓
Colour match		√ , X or N/A
Paint finish		√ , X or N/A
All masking removed		√ , X or N/A
Masking lines, dry edges & blends not visible		√ , X or N/A
Paint free of defects (blemishes, runs, dirt ingress etc.)		√ , X or N/A
No overspray		√ , X or N/A
All panel bolts colour coded		√ , X or N/A
Wax protection reinstated		√ , X or N/A
Vehicle polished		√ , X or N/A
GENERAL		INDICATE ↓
Valet/cleaning complete		√ , X or N/A
Vehicle Excise Duty valid (https://www.gov.uk/check-vehicle-tax)		√ , X or N/A
Vehicle condition as per check in sheet		√ , X or N/A
In Process Quality Control record completed & attached to job pack		√ , X or N/A
Authorised Person to Sign	DATE	
Comments:		