



Dear Applicant

SANTAM MOTOR BODY REPAIRER (MBR): APPLICATION REQUIREMENTS

How to apply?

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

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

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

Step 1: Applicant registration on Santam Supplier Portal

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

Step 2: Minimum mandatory entry level criteria

Below is the required detail for every applicant and will be uploaded on their record on the Portal to meet our minimum requirements. Santam would like to afford all suppliers a fair opportunity to do business with them, conditional upon the minimum entry-level criteria listed below:

A. Standard compliance requirements

NO.	COMPLIANCE DETAIL	ADDITIONAL INFORMATION
1.	Provide company registration documents	CIPC ownership certificate confirming business registration.
2.	Provide owner/s ID copies	Certified identity document copies of business owner/s and directors.
3.	Provide proof of Shareholding	Include summary of shareholding.
4.	Provide proof of banking letter	Stamped proof of business banking confirmation letter not older than 90 days.
5.	Provide Tax Clearance Certificate	Tax Good Standing Certificate. Tax pin document status needs to be in good standing, NOT tender.
6.	Provide BBBEE Certificate or sworn BBBEE affidavit	Valid declaration of the measure of black ownership in your business.
7.	Provide proof of insurance summary	Summary of cover confirming cover of no less than R2 million per occurrence for Public Liability, Fire and Theft Loss and SASRIA.



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B. Operational requirements

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

NO.	OPERATIONAL DETAIL	ADDITIONAL INFORMATION
1.	Upload current MIBCO forecast	MIBCO forecast should confirm employment of a body repairer and spray painter.
2.	Upload current Audatex Statement	Proof of active user account.
3.	Upload OHS Certificate	Your business must be certified to ensure that it is compliant to Occupational Health and Safety standards. A valid certificate is required.
4.	Upload VDQ Certificate	Your estimator must be registered with VDQBSA and be in possession of a Vehicle Damage Quantifier Certificate. Register on the VDQBSA website at www.vdqbsa.co.za
5.	Upload Fire Fighting Equipment Certificate of Completion	Current service and testing confirmation of all fire equipment.
6.	Upload zoning confirmation	Confirmation of specific zone classification of the land parcel where your business is situated.
7.	Upload Grading Certificate	Confirmation of structural/major structural repairs (if application includes these repair grades).
8.	Original equipment manufacturer approval (where available)	Approval must confirm repair grade (non-structural/structural) or be accompanied by a letter confirming repair grade.

C. Site requirements

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

NO.	SITE AREA	ADDITIONAL INFORMATION
1.	Signage	Outside signage photographs of business name, contact details and business hours needs to be clearly visible from outside your company. Photographs of working areas need to display clear signage.
2.	Workshop	<ul style="list-style-type: none"> • Full frontal view of the shop. • Clearly visible indemnity signage. • Client parking area. • Reception area. • Customer seating area (needs to be separate from workshop or repair area). • Client ablution facilities.



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NO.	SITE AREA	ADDITIONAL INFORMATION
		<ul style="list-style-type: none"> • Admin offices/admin area. • Staff area. • Paint preparation area. • Spray booth, equipment, (including inside photos and service records). • Photo of your fire equipment (including service records). • Parts storage area. • Delivery bay/stripping and assembly bay/panel beating bay/wheel alignment bay/chassis straightening/vehicle lift/pit area/inspection bay and wash bay.

D. Technical requirements

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

NO.	TECHNICAL AREA	ADDITIONAL INFORMATION
1.	Paint shop (enclosed spray booth or spray room)	<ul style="list-style-type: none"> • Must be a fully functional spray booth and paint mixing room with minimum requirement. • Intake and exhaust system operational. • All filters in place and functional. • Heating system operational. • Control system, lighting switch, timer switch, temperature gauge and pressure gauge operational. • Mixing-room mixer fully functional. • Mixing-room scale calibrated and functional. • Mixing-room computer functional. • No make-shift spraybooth will be allowed.
2.	Vehicle check-in and check-out list	You need to maintain standard check-in and check-out listing as part of the repair process. Example: Pre and post sanitisation and other.
3.	Digital assessment capabilities	Taking pictures and loading them as part of the quotation process.
4.	General repair equipment (required for all repair grades)	<ul style="list-style-type: none"> • Trolley jack, trestles, spanner set, socket set, screwdriver set, spline set, plier set, drill bits, clip remover tools. • Dent puller, panel-beating hammer, dolly set, body file, pin file, filler files, chisels. • Two post hoist, four-post hoist. • Diagnostic tool, headlamp levelling tool, engine compression tester, radiator pressure tester, battery protector (anti zap), battery tester.



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5.	Appropriate repair equipment (required for ASR and MSR grades)	<ul style="list-style-type: none"> • Hydraulic equipment. • Measuring system. • Variety of pulling clamps. • Variety of pulling chains. • Vehicle holding clamps. • Porta power jack, speed bench, Korek pulling ram. • Air saw, grinder, spot-weld drill, cutting torch. • CO₂ welder, spot welder.
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DEFINITIONS

1. **Motor body repairer** means a business enterprise that performs structural repairs and non-structural repairs to motor vehicles but excludes dealers.
2. **Non-structural repairer (NSR)** means the graded scope of work that includes all non-structural damage to passenger and light commercial plus minus, but not exceeding 3500kg GVM vehicles. **Replacement:** Bolt on/off panels e.g. front and/or rear bumpers, bonnets, boot lids, tail gates, front and/or rear valance/spoilers, doors, bolted load body/bins, front inner tray extensions, exhaust system, outer sill panels, cross members, condensers/radiators, front trim panels, steering racks, control arms, rear trim panels, suspension, etc. **Repairs:** Outer and inner body panels excluding structural pull align. Repairs e.g. welded and glued panels, cosmetic chips, scratches, lenses, glass, beadings and grills, dents and paintwork, etc. Paintless dent removal.
3. **Non-structural repairer with OEM factory approval (NSRF)** means work undertaken to restore the damaged interior and exterior parts of a motor vehicle that do not have an intrinsic bearing on the mechanical functioning of the motor vehicle, including plastic, aluminium and steel parts.
4. **Advance Structural Repairer (ASR)** means All non-structural damage to passenger and light commercial plus minus, but not exceeding 3500kg GVM vehicles. **Replacement of all bolted parts:** Bolt on/off panels e.g. front and/or rear bumpers, bonnets, boot lids, tail gates, front and/or rear valance/spoilers, doors, bolted load body/bins, front inner tray extensions, exhaust system, outer sill panels, cross members, condensers/radiators, front trim panels, steering racks, control arms, rear trim panels, suspension, etc. **Repairs:** Outer and inner body panels excluding structural pull align. Repairs e.g. welded and glued panels, cosmetic chips, scratches, lenses, glass, beadings and grills, dents and paintwork, etc. Paintless dent removal.
5. **Major Structural Repairer (MSR)** means the graded scope of work that includes all structural damage to passenger and light commercial plus minus, but not exceeding 3500kg GVM vehicles. **Replacement:** Rear fenders, roofs, quarter sections, boot floors, inner sills, body shells, chassis and chassis legs, floor panels, shock turrets, inner door sills, A/B/C post pillars, gearbox, axles, inner panels, passenger compartments, body shells, minor engine parts, etc. **Repairs:** Major components, body shells, floor panels, minor engine parts, welded panels etc.
6. **Major structural repairer with OEM factory approval (MSRF)** means structural repairer with OEM factory approval (SRF) shall mean the repairs defined in the non-structural repairer definition above but by an MBR with the relevant OEM factory approval. OEM factory approval implies a valid certificate, issued by the OEM factory and not a dealer, of which the current date does not surpass the expiry date.

Kind regards

THE SANTAM GROUP SOURCING TEAM

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