

MOTOR CYCLE REPAIRER (MCR) COMMUNICATION

Dear Service Providers

SANTAM MOTOR CYCLE REPAIRER (MCR): APPLICATION REQUIREMENTS

How to apply?

All new Motor cycle repairer (MCR) application requests must be sent to ClaimsMotorProcurement@santam.co.za for review.

IMPORTANT NOTE: Any supplier that previously had an agreement in place with Santam Limited, may only re-apply to be onboarded as a preferred supplier after a period of 3 (three) years from the date of the termination of the respective agreement.

Below is a **high-level minimum requirements** regarding the MCR application process:

Step 1: Vendor registration on Santam Supplier Portal

Please note the portal link will be emailed to you once the MCR application process has commenced.

Step 2: Minimum mandatory entry level criteria

Santam would like to afford **all suppliers** a fair opportunity to do business with them, conditional upon the minimum entry-level criteria listed below:

NO.	MANDATORY REQUIREMENT DOCUMENTS	ADDITIONAL INFORMATION	MANDATORY
1	Latest MIBCO forecast	All employees to be registered with MIBCO.	YES
2	Business current registration certificate (CIPC)	<p>NOTE: Company registration certificate:</p> <ul style="list-style-type: none"> • MCR company current registration certificate. • If sole proprietor, a copy of the owner's/owners' ID book(s). • If partnership, a copy of the partnership agreement. • If private company, copies of share certificates (All to be in-force i.e. registration certificate, signed and dated documentation). 	YES
3	Tax clearance certificate (not expired)	Business needs to be in good standing. Tax pin document status needs to be in good standing, NOT tender.	YES
4	BBBEE certificate or sworn BBBEE affidavit	Document needs to be valid for 12 months on date of application.	YES
5	Proof of insurance	Public liability, Fire and Theft.	YES
6	Stamped letter from the bank	Letter should not be older than 3 months to confirm business bank details.	YES
7	OEM factory approval certificates	No expired documents will be accepted (if applicable to your business). Applicable to all in-warranty repairs.	YES

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Step 3: Site evaluation to be passed

NO.	SITE	ADDITIONAL INFORMATION
1	Business premises	Premises must be neat and tidy.
2	Signage	Indicating business/company name, contact details and business hours needs to be clearly visible from the outside.
3	Reception	Area must be separate from workshop or repair area. Protection equipment must be in accordance with Covid-19 regulations.
4	Communication channels	Proper phone systems in place.
5	Digital assessment capabilities	Taking pictures and submitting them as part of the quotation and invoicing process.
6	Financial stability	Must be financially stable with the ability to order parts.
7	References	Must be able to provide list of references, when required.
8	Ablution/toilet facilities	Dedicated ablution/toilet facilities for customers only. Bathroom facilities for customers, protection equipment must be in accordance with Covid-19 regulations.
9	Collection and delivery vehicle/trailer	Must be fully equipped for all type of motorcycles.
10	Qualified personnel	Competent technician/s with a minimum of 5 years' experience.
11	Workshop	Designated well-lit areas MUST be under roof in accordance with the motor cycle repair shop specifications: <ul style="list-style-type: none"> • Inspection bay • Delivery bay • Wash bay
12	Vehicle check-in and check-out list	Supplier to maintain standard check-in and check-out listing as part of the repair process. Example: Pre and post sanitisation and other.
13	Appropriate repair equipment	IMPORTANT FUNCTIONALITIES: <ul style="list-style-type: none"> • Diagnostic equipment • Tyre machine • Work bench • Tool troll/closer • Normal hand power tools • Compressor

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NO.	SITE	ADDITIONAL INFORMATION
14	Security	<ul style="list-style-type: none"> • Secure parking and storage facilities, during business and after hours. • Recent photos of alarm system. • High fence wall with locked gates. • Electric fence.
15	Office equipment and administration	<p>Examples:</p> <ul style="list-style-type: none"> • Formal invoice. • Quotation. • Job card. • Vehicle hand over processes. • Digital assessment equipment (camera/smartphone).
16	Fire-fighting equipment	Valid/non-expired fire-fighting equipment that is in working order.
17	OHS working conditions	<p>Valid required certificates and equipment, including PPE for all staff and customers.</p> <p>OHS certificate: A health and safety compliance certificate is a certifying document that asserts and approves a workplace as legally compliant with the Occupational Health and Safety Act requirement.</p>

Kind regards

SANTAM GROUP SOURCING TEAM

www.santam.co.za