



# HEAVY COMMERCIAL VEHICLES REPAIRS (HVR)

Dear Service Providers,

## SANTAM HEAVY COMMERCIAL VEHICLES REPAIRS (HVR): APPLICATION REQUIREMENTS 2022

### How to apply?

All new HVR application requests need to be send to the following e-mail address for review: [ClaimsMotorProcurement@santam.co.za](mailto:ClaimsMotorProcurement@santam.co.za)

**Please Note:** There is 36 months waiting period for applications of previously terminated contracts.

Below are **high-level minimum requirements** with regards to the HVR application process:

### Step 1: Vendor registration on Santam Supplier Portal

Please note that the portal link will be e-mailed to you once the HVR 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 /	MINIMUM REQUIREMENTS	MANDATORY
1.	Latest MIBCO forecast	All employees to be registered with MIBCO. Job titles/occupation needs to be listed on MIBCO Forecast. Example: <i>XK-Spraypainters to XA-Automotive Body Repairer</i> (At least 1 qualified spray painter and 1 qualified automotive body repairer/panelbeater (owner).	YES
2.	VDQ certificate per estimator	The VDQGBSA is registered with the South African Qualifications Authority (SAQA) as a professional body (ID 1049) and the only legal representative body of the vehicle damage quantification qualification in South Africa. How to obtain membership of the Vehicle Damage Quantification Governance Board of SA (VDQGBSA) Register on the VDQGBSA website at <a href="http://www.vdqbsa.co.za">www.vdqbsa.co.za</a>	NO <b>Please note:</b> As from 1 January 2023, certificate will be mandatory for all new and existing HVRs.

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3.	Business current registration certificate (CIPC)	<p><b>NOTE:</b> Company registration certificate:</p> <ul style="list-style-type: none"> <li>• Company current registration certificate.</li> <li>• If sole proprietor, a copy of the owner's/owners' ID book(s).</li> <li>• If partnership, a copy of the partnership agreement.</li> <li>• If private company, copies of share certificates (All to be in-force i.e. registration certificate, signed and dated documentation).</li> </ul>	YES
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NO.	MANDATORY REQUIREMENT DOCUMENTS	ADDITIONAL INFORMATION	MANDATORY
5.	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
6.	BBBEE certificate or sworn BBBEE affidavit	Document needs to be valid for 12 months on date of application.	YES
7.	Proof of insurance	Public liability, Goods-In-Transit, Fire and Theft Insurance (not	YES
8.	Stamped letter from the bank	South African Banking Institution. Letter should not be older than 3 months to confirm business banking details.	YES
9.	OEM factory approval certificates	No expired documents will be accepted (if applicable to your business). Applicable to all in-warranty repairs.	YES
10.	Electronic Quoting System	The list being required to indicate <ul style="list-style-type: none"> <li>• Trucks – All Commercial vehicles</li> <li>• Trucks - Only small Trucks (up to 8 tons)</li> <li>• Trucks - Cosmetic Repairs Only</li> <li>• Buses</li> <li>• Trailers / Body Builders</li> <li>• Tankers</li> <li>• Agricultural Vehicles / Agricultural Equipment</li> </ul> Construction Vehicle (also known as Yellow-metal)	YES
11.	Parking area	Indicating what type of Secure overnight parking or storage, separate from working area, there are for vehicles.	YES
12.	Guarantees on Workmanship	Guarantees on workmanship for at least 1 year are extended on all quotes.	YES

## Step 3: Site evaluation to be passed

NO.	SITE	ADDITIONAL INFORMATION
1.	Business premises	Needs to conform to local government by-laws and occupational health and safety standards. Provide certificate of compliance with municipality by-laws and zoning regulations.
2.	Signage	Indicating business name, contact details and business hours needs to be clearly visible from the outside of the business.

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3.	Workshop	<p>Designated well-lit areas MUST be under roof in accordance with the heavy commercial repairs shop specifications:</p> <ul style="list-style-type: none"> <li>• Panel-beating bay</li> <li>• Stripping and assembly bay</li> <li>• Paint preparation bay</li> <li>• Wheel Alignment bay</li> <li>• Chassis Straightening area</li> <li>• Commercial Vehicle lift / pit area</li> <li>• Inspection bay</li> <li>• Delivery bay</li> <li>• Washbay</li> </ul>
4.	Paintshop (enclosed spray booth or spray room)	<p>Must be a fully functional Commercial spray booth and paint mixing room with minimum requirement.</p> <p><b>MINIMUM REQUIREMENTS:</b></p> <ul style="list-style-type: none"> <li>• Intake and exhaust system operational.</li> <li>• All filters in place and functional.</li> <li>• Heating system operational.</li> <li>• Control system, lighting switch, timer switch, temperature gauge and pressure gauge operational.</li> <li>• Mixing-room mixer fully functional.</li> <li>• Mixing-room scale calibrated and functional.</li> <li>• Mixing-room computer functional.</li> <li>• No make-shift spraybooth will be allowed.</li> </ul>
5.	Vehicle check-in and check-out list	<p>Supplier to maintain standard check-in and check-out listing as part of the repair process. <b>Example:</b> Pre and post sanitisation and other.</p>
6.	Digital assessment capabilities	<p>Taking defined series pictures and submitting them as part of the quotation process.</p>



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7.	Appropriate repair equipment for HVR job grading	<p><b>IMPORTANT FUNCTIONALITIES:</b></p> <ul style="list-style-type: none"> <li>• Hydraulic equipment operational.</li> <li>• Measuring system operational.</li> <li>• Variety of pulling clamps available.</li> <li>• Variety of pulling chains available.</li> <li>• Vehicle holding clamps functional.</li> <li>• Pulling tower with up to 3m height and a 10 ton pulling capacity (Eg. Josam, Black Hawk, Celete, etc)</li> <li>• <b>Cutting equipment:</b> Air saw, grinder, spot-weld drill, cutting torch, Plasma Cutter (optional).</li> <li>• <b>Welding equipment:</b> CO2 welder, spot welder, Induction Heater, Pneumatic Spot welder remover</li> <li>• <b>CAB Repair equipment:</b> Cab repair bench, Cab jigs, Laser Alignment for cabs, Cab moving straps</li> <li>• <b>General tools:</b> Trolley jack, Minimum of 6 trestles, spanner set, socket set, screwdriver set, spline set, plier set, drill bits, clip remover tools, Work bench, Torque Wrench, Rivet remover and applicator.</li> <li>• <b>Panel beating equipment:</b> Dent puller, panel-beating hammer, dolly set, body file, pin file, filler files, chisels.</li> <li>• <b>Vehicle lift:</b> Adequate vehicle hoisting capability, including overhead crane (optional)</li> <li>• <b>Testing equipment:</b> Diagnostic tool, headlamp levelling tool, engine compression tester, radiator pressure tester, battery protector (anti zap), battery tester.</li> <li>• Induction tools</li> <li>• Wheel Truck / Trailer recognised wheel alignment machines. Wheel alignment for up to 3 axles and a length of 18 meters. Must have an ability to print and store reports.</li> <li>• Aircon re-gassing and recycling equipment (if done in-house)</li> <li>• Truck recognised chassis repair machine</li> <li>• Air driven hydraulic pumps with pressure gauge</li> </ul>
8.	Customer reception	Area needs to be separate from workshop or repair area. Protection equipment to be in accordance with Covid-19 regulations.

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9.	Ablution facilities	Dedicated ablution/toilet facilities for customers only. Bathroom facilities for customers, protection equipment to be in accordance with Covid-19 regulations.
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NO.	SITE	ADDITIONAL INFORMATION
10	Security	<ul style="list-style-type: none"> <li>Secure parking and storage facilities, during business and after hours.</li> <li>Recent photos of alarm system (and certificate of membership).</li> <li>Security personnel.</li> <li>High fence wall with locked gates.</li> <li>Electric fence (certificate of completion).</li> </ul>
11	Office equipment and administration	<p>Examples:</p> <ul style="list-style-type: none"> <li>Formal invoice.</li> <li>Quotation.</li> <li>Job card.</li> <li>Vehicle hand over processes.</li> <li>Digital assessment equipment (camera/smartphone).</li> </ul>
12	Indemnity signage clearly visible	<ul style="list-style-type: none"> <li>Name, contact details and business hours.</li> <li>Clearly visible indemnity signage.</li> </ul>
13	Fire-fighting equipment	Valid/non-expired fire-fighting equipment that is in working order.
	Vehicle Lifts	Are all vehicle lifts (mobile or static) serviced and have valid certificates in accordance with Occupational Health and Safety Act requirements.
14	OHS working conditions	Valid required certificates and equipment, including PPE for all staff and customers. 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 requirements.
	Hazardous Waste Management	Is a hazardous waste and recycling management processes in place and does it gets disposed in accordance with applicable law (namely waste are stored in bins, collected by an approved waste recycler, disposed at an authorised landfill site).



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## DEFINITIONS

1. **Heavy Commercial Vehicle** - means any vehicle above 3,500 kilograms in weight.
2. **Heavy Commercial Vehicles Repairer** - means a business enterprise that performs structural repairs and non-structural repairs to heavy commercial repairs vehicles but excludes dealers.
3. **Major structural repairer** - means the work undertaken to mend, restore, refinish, and replace, inter alia, the bodywork and frames, painting and treating the surface and fixing the glass (if undertaken as part of the foregoing activities) of motor vehicles.
4. **Non-structural repairer** - 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.
5. **By-laws** - are laws managed by municipalities. The Constitution of South Africa gives municipalities the power to pass their own legislation in the form of by-laws for subject areas. These by-laws hold the same power and force as other national and provincial legislation.

Regards

THE SANTAM GROUP SOURCING TEAM