

The Suncorp Vehicle Repairer Standard



Vehicle Repairer
Standard

CERTIFIED
REPAIR FACILITY

SIGNATORIES

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QI

STANDARDS

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For Australian vehicle repair industry partners of the Suncorp Group.

One Company
Many Brands



The Suncorp Vehicle Repairer Standard

Suncorp Group partners with hundreds of quality repairers around Australia to deliver around 500,000 passenger vehicle repairs for our customers each year. It is vital that the standard of work delivered meets our customers' expectations.

Suncorp has engaged industry experts, forensic engineers, and received the advice of its Repairer Advisory Councils to develop this Standard, which forms part of the agreement we have with our repairers. Suncorp expects each repairer undertaking work for a Suncorp Group customer to meet this Standard.

This Standard sets out the minimum requirements for Suncorp repairer certification. It's in an easy to follow checklist style. Whilst it is self audit based, our Repairer Development Team is responsible for visiting repairers and assisting them in meeting their compliance requirements, as well as confirming their status as Certified Repair Facilities. Likewise, with the assistance of our training partners, we will assist repairers to assess the competence of their trade staff, against the training requirements of this Standard.

This Standard contains a transition schedule, which Suncorp recommended repairers are expected to meet in relation to their physical workshop requirements by no later than 30 September 2014, and a training component which must be met by 30 June 2016.

The Vehicle Repairer Standard was recognised by the Society of Automotive Engineers of Australasia at its 2013 Engineering Excellence Awards. This is a demonstration of the work and commitment of Suncorp to this program and our commitment to building higher industry capability.

It is Suncorp's aim to actively work towards turning this Standard into an Australian Standard. As such we view this Standard as a significant step, taken together with the vehicle repair industry, towards a single formal industry standard. In the meantime, this Standard will apply to our recommended repairers, giving our customers the confidence that they are dealing with an insurance Group which values safety and vehicle integrity in every repair, and repairers who are just as committed to vehicle safety and meeting our customers' needs.

Terese Wood

Executive General Manager - Claims

Suncorp Personal Insurance





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Definitions and Important Information

Mandatory – A compliance requirement under this Standard. Some mandatory requirements have transition timeframes.

Recommended – Not an essential requirement under this Standard, however Bonus Points are available for recommended items, and a minimum number of Bonus Points (24 in total) is required to be compliant.

Evidence – Each compliance requirement will require evidence for audit purposes. This Standard sets out anticipated evidence items for each requirement. Evidence is required against all mandatory requirements for a Certified Repair Facility to be compliant.

Competency – The national qualifications in this Standard are competency based. This means they set out an expected skill level against each component of each unit of training, which repair facility staff are tested against. Certificates of completion from a Registered Training Organisation (RTO) against the skill set requirements will be evidence of compliance with the relevant component of this Standard.

Bonus Points – When achieved, some requirements under this Standard are awarded one or more Bonus Points. A minimum of 24 Bonus Points is required under this Standard for a Certified Repair Facility to demonstrate that it is compliant.

Compliant – A Certified Repair Facility which can demonstrate evidence of meeting all relevant requirements, including all those that are mandatory, under this Standard as well as achieving 24 Bonus Points across the sections of this Standard. Suncorp Repair Development Managers will provide ongoing monitoring and support to assist participating repairers with compliance with this Standard. Non compliance will be recorded, and if appropriate, a remedial timeframe will be agreed with the repairer.

Certified Repair Facility – A passenger vehicle repair facility that meets all the requirements under this Standard to be compliant. A Certified Repair Facility is variously referred to in this Standard as ‘repairer’, ‘repair facility’, ‘you’ or ‘your’.

Signage – A Certified Repair Facility will be authorised to use the signage and marks associated with this Standard to recognise and advertise their

compliant status. The use and placement of signage will be subject to a licensing agreement which will provide specific rights in relation to workshop signage, website use, business card use, the use of the terms ‘Certified Repairer Facility’ and ‘Vehicle Repairer Standard’, as well as use of the intellectual property of the Suncorp Group associated with this Standard.

SPIRA – Means the Suncorp Panel Repairer Agreement, offered by Suncorp to selected repairers from 1 April 2014.

Audit – This Standard is self audited, with confirmation and sign off by Suncorp representatives. For Suncorp repairers, our Repairer Development Managers will audit compliance with this Standard, and report outcomes in writing.

Not compliant – Not meeting the minimum requirements under this Standard to remain compliant. Repairers which are not compliant will be notified by Suncorp in writing if agreed actions and timelines have not been undertaken.

Non-Structural Certified Repair Facility – In limited circumstances, where no structural repair work is undertaken or sought to be undertaken by the repair facility, the repairer can apply to obtain recognition as a Non-Structural Certified Repair Facility. This recognition can only be approved in writing by a Suncorp Executive Manager. If a structural repair is undertaken in a Non-Structural Certified Repairer Facility, such a breach will be considered a serious breach of this Standard and will lead to a review of that repair facility’s status and right to undertake authorised vehicle repair work for Suncorp. For convenience, a Non-Structural Certified Repair Facility, once approved by Suncorp, is referred to in the remainder of this Standard simply as a Certified Repair Facility.

Dates of Compliance – Unless indicated otherwise in this Standard, specifically noted as an alternative date, or agreed to by Suncorp, the requirements of Sections 1-7 must be in place by 30 September 2014. Section 8 commences immediately upon Suncorp and the repairer entering into a SPIRA agreement from 1 April 2014 onwards.

Suncorp means the Suncorp Group Limited (ABN 66 145 290 124) and its related bodies corporate, except those which operate as joint ventures and directly partake in vehicle repairs.

SECTION 1 – Structural Repair Equipment

| CRITERIA | | COMMENTS | | | AUDIT EVIDENCE, COMMENTS AND ANY REQUIRED ACTIONS |
|---|---|---|--|----------------------------|--|
| Equipment | Check | Calibration/Maintained (The interval between such calibration shall not exceed that recommended by the manufacturer) | Training (Compliance can be met through training standard in many cases) | BONUS POINTS RUNNING TALLY | |
| Power 1.1 Does your repair facility have sufficient electrical power supply and outlets to meet equipment and vehicle repair volume requirements? MANDATORY | <input type="checkbox"/> Yes, with spare capacity <input type="checkbox"/> Yes, with plans for future capacity upgrades <input type="checkbox"/> No | | | N/A | <ul style="list-style-type: none"> Photograph types of electricity outlets (e.g. standard 240V, 20amp, 32amp). Welders should be operating on 32amp supply. Check power outlets against equipment requirements (e.g. welders) Ensure all welders and equipment have electrical outlets capable of providing sufficient power. COMMENTS |
| Welders 1.2 Does the repair facility contain suitable welders for the work conducted? MANDATORY | <input type="checkbox"/> MIG Welder* <input type="checkbox"/> MIG Brazer* <input type="checkbox"/> Fully Automatic Inverter Spot Welder * *Serial numbers will be collected as part of the audit | <input type="checkbox"/> MIG Welder <input type="checkbox"/> MIG Brazer <input type="checkbox"/> Fully Automatic Inverter Spot Welder | <input type="checkbox"/> MIG Welder Training <input type="checkbox"/> MIG Brazer Training <input type="checkbox"/> Fully Automatic Inverter Spot Welder Training | N/A | <ul style="list-style-type: none"> Photograph serial numbers and identify types of welders Obtain copy of maintenance schedule and signoff sheet. Automated settings to be used in all available circumstances. Examples of test welds in circumstances where an automatic welder in not possible. COMMENTS |

| CRITERIA | | COMMENTS | | | AUDIT EVIDENCE, COMMENTS AND ANY REQUIRED ACTIONS |
|--------------|---|--|--|---|--|
| Equipment | Check | Calibration/Maintained (The interval between such calibration shall not exceed that recommended by the manufacturer) | Training (Compliance can be met through training standard in many cases) | BONUS POINTS RUNNING TALLY | |
| Lifts | 1.3 Does the repair facility contain vehicle lifts or hoists that meet Australian Standard (AS/NZS 1418.9) and have the appropriate weight capacity required to operate safely? MANDATORY | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Are all the vehicle lifts maintained and in a working condition? | <input type="checkbox"/> Are lift operators trained to operate vehicle lifts? | N/A <ul style="list-style-type: none"> Photograph serial or stamp on Lift which identifies serial number, manufacturer, model and maximum lifting weight Obtain copy of maintenance schedule or service sticker/ records for lifts. Obtain copies of documents identifying maintenance of lifts conducted according to maintenance schedule. Must include serial number or other information such that the specific lift can be identified as being maintained adequately. Obtain copies of training documents for repair facility staff for safe lift use. COMMENTS |
| Tools | 1.4 Does the facility contain a sufficient amount of tools (such as spanners, wrenches, torque tools) for the quantity of work it undertakes? MANDATORY | <input type="checkbox"/> General tools <input type="checkbox"/> Repair specific tools <input type="checkbox"/> Torque wrenches <input type="checkbox"/> Dent pulling (miracle pull or similar) <input type="checkbox"/> Plasma or flame cutter <input type="checkbox"/> Grinders <input type="checkbox"/> Cold cutting tools <input type="checkbox"/> <i>Manufacturer approved rivet gun (2) BONUS POINTS</i> | <input type="checkbox"/> Tools maintained and stored <input type="checkbox"/> Torque wrenches calibrated <input type="checkbox"/> All available cutting tools are maintained | NOTE AWARDED BONUS POINTS HERE | <ul style="list-style-type: none"> Photograph tools Photograph serial numbers where applicable (e.g. repair specific tools, dent pulling, plasma or flame cutters, cold cutting tools) Obtain maintenance schedule for tools Obtain calibration schedules and certificates for torque wrenches and repair specific tools (where applicable) Obtain documents identifying the maintenance to specific tools (where applicable), identifying tools by serial number COMMENTS |

SECTION 1 – Structural Repair Equipment (cont)

| CRITERIA | | COMMENTS | | | AUDIT EVIDENCE, COMMENTS AND ANY REQUIRED ACTIONS | |
|--------------------------------|---|---|---|---|---|--|
| Equipment | | Check | Calibration/Maintained (The interval between such calibration shall not exceed that recommended by the manufacturer) | Training (Compliance can be met through training standard in many cases) | BONUS POINTS RUNNING TALLY | |
| Heavy Structural Repair | 1.5 Is there heavy structural repair and alignment equipment (capable of a record of measurements), chassis straightening lifts, other lifts and/or cranes? MANDATORY | <input type="checkbox"/> Electronic measuring equipment OR <input type="checkbox"/> Manual measuring equipment or jig with quality sign-off by a qualified person against method authorised measurements at final inspection <input type="checkbox"/> Chassis alignment bench <input type="checkbox"/> <i>Alignment bench with 4WD capacity (2) BONUS POINTS</i> | <input type="checkbox"/> Maintained and calibrated and in a good working condition | <input type="checkbox"/> Alignment equipment operation training | NOTE AWARDED BONUS POINTS HERE | <ul style="list-style-type: none"> Photograph equipment and serial numbers Obtain copy of maintenance schedule Obtain copy of calibration certificate or invoice for the specific serial number COMMENTS |
| Light Structural Repair | 2.1 Is there adequate light structural repair and alignment equipment? MANDATORY | <input type="checkbox"/> Speed rack, floor rack or similar | <input type="checkbox"/> Training on use | <input type="checkbox"/> Show evidence of training | N/A | <ul style="list-style-type: none"> Identify and photograph light structural repair and alignment equipment. Identify and photograph serial numbers, manufacturer and model information. Obtain a copy of the maintenance schedule. Obtain a copy of the maintenance signoff. COMMENTS |

Achieved Mandatory Points – YES / NO

BONUS POINTS ____ out of 4

SECTION 2 – Other Repair Equipment

| CRITERIA | | COMMENTS | | | AUDIT EVIDENCE, COMMENTS AND ANY REQUIRED ACTIONS |
|--|--|--------------------------|--|---|---|
| Equipment | Check | Calibration and Training | BONUS POINTS RUNNING TALLY | | |
| <p>Paint</p> <p>2.2 Does the repair facility use water based paint with low VOC primers and clears?</p> | <p><input type="checkbox"/> Water based or water borne paint used Mandatory – must be in place by 31 March 2015</p> <p><input type="checkbox"/> <i>Low VOC primers and clears (2) BONUS POINTS (Where low VOC systems are required, body fillers, primers, base coats and clears used are to be either EU or US compliant)</i></p> <p><input type="checkbox"/> <i>Further opportunity for compliance – Use of any Low VOC system which is fully compliant with the Australian Paint Manufacturers Federation Code of Practice for the Automotive Refinish Sector.</i></p> <p><i>Details at: http://www.apmf.asn.au/resource-center/code-of-practice-for-the-automotive-refinishing-industry/</i></p> <p>MANDATORY – Commencing 1 April 2017 all systems used are to be Low VOC in accordance with the APMF Code. <i>Until that date the systems in the APMF Code are permitted, and current compliance standard must be maintained if APMF Code is not satisfied prior to 1 April 2017.</i></p> | <p>Provide evidence</p> | <p>NOTE AWARDED BONUS POINTS HERE</p> | <ul style="list-style-type: none"> Identify paint brand used and supplier. Confirm if water based paint used. Identify the primers and clears used. Obtain copies of invoice or product orders to identify if Low VOC (Bonus Point item). <p>2 Bonus points only awarded if Low VOC is used in addition to water based or water borne paint.</p> <p>COMMENTS</p> | |

SECTION 2 – Other Repair Equipment

| CRITERIA | | COMMENTS | | | AUDIT EVIDENCE, COMMENTS AND ANY REQUIRED ACTIONS |
|--|---|--|---|-----|--|
| Equipment | | Check | Calibration and Training | | BONUS POINTS RUNNING TALLY |
| Booth 2.3 Is there an Australian Standard (AS4114.2.2003) compliant spray booth and paint mixing room on site and operating at the manufacturer's recommended settings for heat, airflow, lux and maintenance? MANDATORY | <input type="checkbox"/> Australian Standard booth and paint mixing rooms operating effectively | <input type="checkbox"/> Maintenance schedule provided | Provide independent certification as evidence | N/A | <ul style="list-style-type: none"> Identify paint booth manufacturer and model. Photograph or obtain a copy of the AS 4114.2-2003 certification. Check with paint booth manufacturer to confirm compliance with Australian Standard. Obtain copy of maintenance schedule for paint booth. Obtain copies of signoff sheets for the maintenance of the paint booth. COMMENTS |

SECTION 2 – Other Repair Equipment (cont)

| CRITERIA | | COMMENTS | | | AUDIT EVIDENCE, COMMENTS AND ANY REQUIRED ACTIONS |
|------------------------|--|---|--|----------------------------|---|
| Equipment | | Check | Calibration and Training | BONUS POINTS RUNNING TALLY | |
| Paint Equipment | <p>2.4 Are there:</p> <ul style="list-style-type: none"> • Scales and computers for paint mixing; and • Appropriate water based paint guns and lines; and • Adequate ventilation processes for paint in the paint room? <p>MANDATORY</p> | <input type="checkbox"/> Scales and computers for mixing <input type="checkbox"/> Water based paint spray guns <input type="checkbox"/> Colour charts up to date or colour matching computer system up to date version <input type="checkbox"/> Appropriate ventilation <input type="checkbox"/> Appropriate disposal program | <input type="checkbox"/> Evidence of maintenance and cleaning of paint equipment | N/A | <ul style="list-style-type: none"> • Photograph scales, computers and paint mixing equipment. • Obtain maintenance schedule for equipment. • Check ventilation in paint room. • Check and photograph designated paint cleaning area. • Identify and document paint disposal system. • Identify and photograph spectrometer and/or sun gun. <p>COMMENTS</p> |
| | <p>2.5 Does the facility's paint supplier provide sufficient support to the repair facility? (product training/ up to date colour retrieval system)</p> <p>MANDATORY</p> | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Show evidence of support | N/A | <ul style="list-style-type: none"> • Obtain copy of training certificates, invoices or notes from paint training • Check if colour system is up to date • If insufficient paint supplier support in place – evidence of alternative training and information sources. <p>COMMENTS</p> |

SECTION 2 – Other Repair Equipment (cont)

| CRITERIA | | COMMENTS | | | AUDIT EVIDENCE, COMMENTS AND ANY REQUIRED ACTIONS |
|-----------|---|---|--|---------------------------------------|--|
| Equipment | | Check | Calibration and Training | BONUS POINTS RUNNING TALLY | |
| | 2.6 Does the repair facility contain A/C re-gassing equipment? RECOMMENDED | <input type="checkbox"/> Yes, the business has a licenced person to undertake this work. (2) BONUS POINTS <input type="checkbox"/> No | | NOTE AWARDED BONUS POINTS HERE | <ul style="list-style-type: none"> Photograph A/C re-gassing equipment. Obtain maintenance schedule. Obtain copy of certification to re-gas A/C systems. COMMENTS |
| Other | 2.7 Does the repair facility contain wheel alignment and wheel balancing equipment? RECOMMENDED | <input type="checkbox"/> Yes, work undertaken on site (2) BONUS POINTS <input type="checkbox"/> No | <input type="checkbox"/> If yes, show evidence of calibration <input type="checkbox"/> If yes, show evidence of training and competency | NOTE AWARDED BONUS POINTS HERE | <ul style="list-style-type: none"> Photograph wheel alignment and wheel balancing equipment. Identify serial numbers, manufacturer and model. Obtain copy of maintenance schedule. Obtain copy of calibration certificate or invoice. Obtain copy of maintenance receipts, invoices or signoff sheet. COMMENTS |
| | 2.8 Are there in house smash mechanical repair capabilities? RECOMMENDED | <input type="checkbox"/> Yes, internal (2) BONUS POINTS <input type="checkbox"/> No | <input type="checkbox"/> Show evidence of qualification, training and competency | NOTE AWARDED BONUS POINTS HERE | <ul style="list-style-type: none"> Obtain copy of licence. COMMENTS |

Achieved Mandatory Points – YES / NO

BONUS POINTS ____ out of 8

SECTION 3 – Repair Methods

| CRITERIA | COMMENTS | BONUS POINTS RUNNING TALLY | AUDIT EVIDENCE, COMMENTS AND ANY REQUIRED ACTIONS |
|---|--|---------------------------------------|---|
| 3.1 Does the repair facility have access to contemporary structural repair information? (from licenced products, repair manuals, dealerships or other viable sources) MANDATORY | <input type="checkbox"/> Yes <input type="checkbox"/> No | N/A | <ul style="list-style-type: none"> Obtain copies of repair manuals, repair manual licenses or dealership information (front/key page is sufficient). Obtain copies of letters, emails or phone logs to identify attempts at contacting dealerships and manufacturers. COMMENTS |
| 3.2 Are experts from vehicle manufacturers requested to assist and provide advice on the repair methods? RECOMMENDED | <input type="checkbox"/> Yes, when required (1) BONUS <input type="checkbox"/> No | NOTE AWARDED BONUS POINTS HERE | <ul style="list-style-type: none"> Obtain copies of letters, emails or logs showing contact made with experts from manufacturers. Obtain copies of invoices or manufacturer letters showing assistance was provided. COMMENTS |
| 3.3 Does the repair facility have licences for third party repair information source/s? MANDATORY | <input type="checkbox"/> Yes – escribe licence in place (MANDATORY) <input type="checkbox"/> Yes – other third party information systems licences in place (5) BONUS POINTS | NOTE AWARDED BONUS POINTS HERE | <ul style="list-style-type: none"> Obtain copy or invoice for escribe licence – check and confirm with escribe manager Obtain customer number, subscription licence or invoice copy for other services. COMMENTS |
| 3.4 Does the staff member repairing the vehicle have access to the information during the repair process? MANDATORY | <input type="checkbox"/> Yes <input type="checkbox"/> No | N/A | Obtain examples of repair staff using repair resources (e.g. escribe, repair manuals) on jobs. Information should be recorded in job files or job sheets. Observe work in progress. COMMENTS |

Achieved Mandatory Points – YES / NO

BONUS POINTS ____ out of 6

SECTION 4 – Staffing, Management & Training

| CRITERIA | COMMENTS | BONUS POINTS RUNNING TALLY | AUDIT EVIDENCE, COMMENTS AND ANY REQUIRED ACTIONS |
|---|---|--|--|
| <p>4.1 Does the business employ an apprentice that is supervised at all times by a certified trade person?</p> <p>RECOMMENDED</p> <p>Apprentices</p> | <p><input type="checkbox"/> Yes, 1 apprentice (5) BONUS POINTS</p> <p>OR</p> <p><input type="checkbox"/> Yes, 2 or more (10) BONUS POINTS</p> <p>OR</p> <p><input type="checkbox"/> Yes, 20% or more of repair facility's workforce (10) BONUS POINTS</p> <p><input type="checkbox"/> Tradesperson employed in repair facility who trained as an apprentice in the same facility (2) BONUS POINTS</p> <p><input type="checkbox"/> No (-2) BONUS POINTS</p> | <p>NOTE AWARDED BONUS POINTS HERE</p> | <ul style="list-style-type: none"> Sight copies of apprentice agreements or records. Sight copies of previous apprentice agreements or records. Sight information on the certification of past apprentices being provided technician roles within repair shop. <p>Note: do not collect, photograph or otherwise record repair facility employee records for audit purposes. Visual sighting only and recording of outcome required.</p> <p>COMMENTS</p> |
| <p>4.2 Does the repair facility have an employee performance management system or framework, including position descriptions, verification of qualifications, induction process and ongoing performance monitoring?</p> <p>MANDATORY</p> | <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> | <p>N/A</p> | <ul style="list-style-type: none"> Obtain copy or photograph and identify Employee Performance system. Sight staff records identifying positions, descriptions and individuals qualifications. Obtain copy of staff induction form and sight records of employees completing and signing form. Identify and document ongoing performance monitoring system. <p>Note: do not collect, photograph or otherwise record repair facility employee records for audit purposes. Visual sighting only and recording of outcome.</p> <p>COMMENTS</p> |
| <p>4.3 Has training been completed (or satisfactorily commenced) for the Training units set out in Appendix A of this Standard?</p> <p>(See Appendix A for training requirements)</p> <p>MANDATORY</p> <p>Training Units</p> | <p><input type="checkbox"/> Yes –completed as per minimum requirements set out in Appendix A</p> <p><input type="checkbox"/> Yes - Repair facility tradespersons (excluding apprentices) are enrolled in training, with progress according to the training transition period under this Standard.</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes, at the time of audit 100% of repair facility tradespersons (excluding apprentices) have enrolled compulsory panel training skill sets contained in Appendix A. (10) BONUS POINTS</p> | <p>NOTE AWARDED BONUS POINTS HERE</p> | <p>Confirm registration details.</p> <p>COMMENTS</p> |

SECTION 4 – Staffing, Management & Training (cont)

| CRITERIA | | COMMENTS | BONUS POINTS RUNNING TALLY | AUDIT EVIDENCE, COMMENTS AND ANY REQUIRED ACTIONS |
|----------------|--|---|---------------------------------------|--|
| Other Training | 4.4 Is the repair facility ICAR certified? RECOMMENDED | <input type="checkbox"/> Yes GOLD I-CAR (10) BONUS POINTS OR <input type="checkbox"/> Platinum Individual (2) BONUS POINTS PER PERSON (MAXIMUM OF 6 POINTS) <input type="checkbox"/> No | NOTE AWARDED BONUS POINTS HERE | <ul style="list-style-type: none"> Obtain copy if ICAR certification. Obtain copy of individual ICAR certification and training documentation for individuals. COMMENTS |
| | 4.5 Are repair facility staff provided with other structured training opportunities? RECOMMENDED | <input type="checkbox"/> Yes (2) BONUS POINTS <input type="checkbox"/> No | NOTE AWARDED BONUS POINTS HERE | |
| | 4.6 Do suppliers (e.g. equipment, paint) provide training and advice? RECOMMENDED | <input type="checkbox"/> All of them do (1) BONUS POINT <input type="checkbox"/> Some of them do (0.5) BONUS POINT <input type="checkbox"/> None of them do | NOTE AWARDED BONUS POINTS HERE | <ul style="list-style-type: none"> Obtain copies of letters, logs and invoices from equipment and paint providers providing advice to repair shop. COMMENTS |
| | 4.7 Further training options: | <input type="checkbox"/> Paint skill set (AURSS00025) (10) BONUS POINTS for undertaking this skill set program with at least 50% of the facility's trade qualified spray painters. | NOTE AWARDED BONUS POINTS HERE | <ul style="list-style-type: none"> Confirm registration details. COMMENTS |

Achieved Mandatory Points – YES / NO

BONUS POINTS ____ out of 45

SECTION 5 – Repair Management

| CRITERIA | | COMMENTS | BONUS POINTS RUNNING TALLY | AUDIT EVIDENCE, COMMENTS AND ANY REQUIRED ACTIONS |
|----------------------------------|--|---|----------------------------|---|
| Code of Conduct | 5.1 Is the facility a signatory to the Motor Vehicle Insurance and Repair Industry Code of Conduct? MANDATORY | <input type="checkbox"/> Yes <input type="checkbox"/> No | N/A | Confirm on website: www.abrcode.com.au |
| Non-Compliance Management | 5.2 Where non-compliance with any mandatory requirement of this Standard is observed does the repair facility implement immediate corrective action? MANDATORY | <input type="checkbox"/> Yes <input type="checkbox"/> No | N/A | Review and determine as required. COMMENTS |
| Management Systems | 5.3 Is there a management system to enable tracking of a vehicle's progress, including parts on order and the repair status of the vehicle? MANDATORY | <input type="checkbox"/> Yes <input type="checkbox"/> No | N/A | <ul style="list-style-type: none"> Identify tracking system. Photograph tracking system in use. COMMENTS |

SECTION 5 – Repair Management (cont)

| CRITERIA | COMMENTS | BONUS POINTS RUNNING TALLY | AUDIT EVIDENCE, COMMENTS AND ANY REQUIRED ACTIONS |
|---|--|--|--|
| <p>Management Systems</p> <p>5.4 Is there a tracking system to enable tracking of a repair facility staff member's progress, and to determine the roles they hold?</p> <p>RECOMMENDED</p> | <p><input type="checkbox"/> Yes (1) BONUS POINT</p> <p><input type="checkbox"/> No</p> | <p>NOTE AWARDED BONUS POINTS HERE</p> | <ul style="list-style-type: none"> Identify tracking system. <p>Note: do not collect, photograph or otherwise record repair facility employee records for audit purposes. Visual sighting only and recording of outcome.</p> <p>COMMENTS</p> |
| <p>5.5 Is there a business system with reminders, such as compliance related reminders?</p> <p>RECOMMENDED</p> | <p><input type="checkbox"/> Yes, computerised system in place (1) BONUS POINT</p> <p><input type="checkbox"/> In progress of obtaining computerised system (0.5) BONUS POINT</p> <p><input type="checkbox"/> Paper based system used (0.5) BONUS POINT</p> <p><input type="checkbox"/> No</p> | <p>NOTE AWARDED BONUS POINTS HERE</p> | <ul style="list-style-type: none"> Identify system. Photograph system in use. <p>COMMENTS</p> |

Achieved Mandatory Points – YES / NO

BONUS POINTS ____ out of 2

SECTION 6 – Quality Control

| CRITERIA | | COMMENTS | BONUS POINTS RUNNING TALLY | AUDIT EVIDENCE, COMMENTS AND ANY REQUIRED ACTIONS |
|----------------------|---|--|--|--|
| Parts Audit | <p>6.1 When preparing a quote, are parts serial numbers (or other identifiers) included on the repair facility's invoice for audit purposes?</p> <p>MANDATORY</p> | <input type="checkbox"/> Yes <input type="checkbox"/> No | N/A | <ul style="list-style-type: none"> Identify job sheets where parts' serial numbers are recorded during the quotation process; or Request invoices for part numbers for a specific job. <p>COMMENTS</p> |
| Checklists | <p>6.2 Is a checklist/s Quality Sign-Off methodology used for each vehicle's repairs? Is it affirmed by a competent person/s at the conclusion of each stage of the repair process?</p> <p>MANDATORY</p> | <input type="checkbox"/> Yes – All tasks <input type="checkbox"/> No – No tasks | N/A | <ul style="list-style-type: none"> Obtain copy of checklist. Obtain copy of procedure when handing over vehicle to owner, identifying if checklist details. Facility should have internal sign off checklists. <p>COMMENTS</p> |
| Documentation | <p>6.3 Is the vehicle documented (photographed and notes taken) prior to commencing work on it? (e.g. at the assessment stage)?</p> <p>RECOMMENDED</p> | <input type="checkbox"/> Documented (1) BONUS POINT <input type="checkbox"/> Photographed (1) BONUS POINT | <p>NOTE AWARDED BONUS POINTS HERE</p> | <ul style="list-style-type: none"> Obtain copy of documentation process. Obtain copy of previous jobs showing documentation of vehicle. <p>COMMENTS</p> |

SECTION 6 – Quality Control (cont)

| CRITERIA | | COMMENTS | BONUS POINTS RUNNING TALLY | AUDIT EVIDENCE, COMMENTS AND ANY REQUIRED ACTIONS |
|----------------------|---|---|----------------------------|--|
| Documentation | <p>6.4 Are the records of repair (including before and after vehicle measurements where required) kept on file, either physically or electronically, for a minimum period of three years?</p> <p>MANDATORY</p> | <input type="checkbox"/> Yes <input type="checkbox"/> No | N/A | <ul style="list-style-type: none"> Obtain copy of measurement process. Obtain copy of previous jobs showing measurement of vehicle before and after <p>COMMENTS</p> |
| Control | <p>6.5 Is there a control of quality process in place? (documentation of defects or issues during the repair process, e.g. parts delays, paint defect, equipment fault)</p> <p>MANDATORY</p> | <input type="checkbox"/> Yes <input type="checkbox"/> No | N/A | <ul style="list-style-type: none"> Obtain copy of quality control procedure. Obtain copy/ies of identification rectification of issues or faults for jobs <p>COMMENTS</p> |

Achieved Mandatory Points – YES / NO

BONUS POINTS ____ out of 2

SECTION 7 – Workflow

| CRITERIA | | COMMENTS | BONUS POINTS RUNNING TALLY | AUDIT EVIDENCE, COMMENTS AND ANY REQUIRED ACTIONS |
|-------------------------------|---|---|--|--|
| Documentation | <p>7.1 Is there a documented workflow chart identifying the work processes from when a vehicle is assessed to when the vehicle is returned to the customer?</p> <p>RECOMMENDED</p> | <input type="checkbox"/> Yes (2) BONUS POINTS <input type="checkbox"/> No | <p>NOTE AWARDED BONUS POINTS HERE</p> | <ul style="list-style-type: none"> Obtain a copy or photograph of the workflow chart or procedure. <p>COMMENTS</p> |
| Repair Facility Layout | <p>7.2 Are there separate designated work bays and areas for vehicles needing plastic and aluminium repairs?</p> <p>RECOMMENDED</p> | <input type="checkbox"/> Yes (2) BONUS POINTS <input type="checkbox"/> No | <p>NOTE AWARDED BONUS POINTS HERE</p> | <ul style="list-style-type: none"> Photograph work bays designated for plastic or aluminium works. <p>COMMENTS</p> |

SECTION 7 – Workflow (cont)

| CRITERIA | COMMENTS | BONUS POINTS RUNNING TALLY | AUDIT EVIDENCE, COMMENTS AND ANY REQUIRED ACTIONS |
|--------------------------------------|---|---|---|
| <p>Repair Facility Layout</p> | <p>7.3 Are adequate electrical sources, air lines and other required utilities available at each repair area?</p> <p>RECOMMENDED</p> | <p><input type="checkbox"/> Yes (1) BONUS POINT</p> <p><input type="checkbox"/> No</p> | <p>NOTE AWARDED BONUS POINTS HERE</p> <p>• Photograph power sources, air lines and equipment at each repair area.</p> <p>COMMENTS</p> |
| <p>Work Flow Assurance</p> | <p>7.4 Does the repair facility have a system or processes in place to deliver consistent work flow? (including minimising the breakdown of repair flow).</p> <p>RECOMMENDED</p> | <p><input type="checkbox"/> Yes (1) BONUS POINT</p> <p><input type="checkbox"/> No</p> | <p>NOTE AWARDED BONUS POINTS HERE</p> <p>• Obtain copy of work process system.</p> <p>COMMENTS</p> |

BONUS POINTS ____ out of 6

SECTION 8 – Business, WH&S & Environment

| CRITERIA | COMMENTS | BONUS POINTS RUNNING TALLY | AUDIT EVIDENCE, COMMENTS AND ANY REQUIRED ACTIONS | |
|--|--|---|---|---|
| <p>Minimum Insurance Requirements</p> | <p>8.1 Does the repair facility have appropriate and adequate insurance cover to protect against relevant types of loss, damage and liability? Insurance must include:</p> <ul style="list-style-type: none"> • Public Liability cover with an aggregate cover of at least \$10m with a reputable insurer; and • Workers Compensation Insurance as required by applicable state or territory law. <p>MANDATORY: MUST COMMENCE FROM 1 APRIL 2014</p> | <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> | <p>N/A</p> | <p>Evidence of required insurance covers and their currency.</p> <p>COMMENTS</p> |
| <p>Legal Compliance</p> | <p>8.2 Does the repair facility comply with all relevant laws governing its operation, including but not limited to:</p> <ul style="list-style-type: none"> • Business registration • If applicable Repair facility (and individual tradesperson) licensing • Workplace health and safety requirements • Workers Compensation requirements • Environmental Protection Authority requirements • Employee entitlements, including superannuation payments <p>MANDATORY: MUST COMMENCE FROM 1 APRIL 2014</p> | <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> | <p>N/A</p> | <p>Evidence of valid and current licences and certificates</p> <p>COMMENTS</p> |

SECTION 8 – Business, WH&S & Environment (cont)

| CRITERIA | COMMENTS | BONUS POINTS RUNNING TALLY | AUDIT EVIDENCE, COMMENTS AND ANY REQUIRED ACTIONS |
|---|---|---------------------------------------|---|
| Workers Health & Safety 8.3 Is there a Workers Health & Safety policy and safety management plan in place? MANDATORY: MUST COMMENCE FROM 1 APRIL 2014 | <input type="checkbox"/> Yes <input type="checkbox"/> No | N/A | <ul style="list-style-type: none"> Obtain copy of Workers Health & Safety plan and/or policy. COMMENTS |
| Environmental outcomes 8.4 Are hazardous substances always disposed of properly and safely?? MANDATORY | <input type="checkbox"/> Yes, in a designated area with a bund <input type="checkbox"/> Yes, in a designated area <input type="checkbox"/> No | N/A | <ul style="list-style-type: none"> Obtain copies of a minimum of two invoices for the pickup or disposal of hazardous substances. Photograph designated disposal area(s). COMMENTS |
| 8.5 Is the repair facility a current member of a 'green stamp' program or similar carbon neutral initiative? RECOMMENDED | <input type="checkbox"/> Yes (2) BONUS POINTS <input type="checkbox"/> No | NOTE AWARDED BONUS POINTS HERE | <ul style="list-style-type: none"> Photograph certification or acceptance. COMMENTS |

Achieved Mandatory Points – YES / NO

BONUS POINTS ____ out of 2

Evaluation Score

Mandatory Conditions

ALL mandatory criteria met? **YES** / **NO**

Bonus Points

| SECTION | BONUS POINTS SCORED |
|---|---------------------|
| Section 1 – Structural Repair Equipment | out of 4 |
| Section 2 – Paint and Other Equipment | out of 8 |
| Section 3 – Repair Methods | out of 6 |
| Section 4 – Training | out of 45 |
| Section 5 – Repair Management | out of 2 |
| Section 6 – Quality Control | out of 2 |
| Section 7 – Workflow | out of 6 |
| Section 8 – WH&S & Environment | out of 2 |
| BONUS POINT TOTAL | out of 75 |

Total Points

(Minimum points required – 24)

RATING

CERTIFIED Repairer Confirmed **YES** / **NO**

Audited and approved by:

Name:

Position within Suncorp:

Signature / Date:

Appendix A

Suncorp Training Competencies – MANDATORY

AURSS00023 - Advanced Body Repair Skill Set (Release 1)

| UNITS OF COMPETENCY | UNIT NAME |
|---------------------|--|
| AURETH4011 | Deactivate and reinitialise power supply in hybrid electric vehicles |
| AURVTA3002 | Remove and replace supplementary restraint systems |
| AURVTN3023 | Remove and replace adhesive bonded panels and structures |
| AURVTN3028 | Identify and repair high strength steel components |
| AURVTN3029 | Set up and operate universal measuring systems |
| AURVTN3035 | Apply original equipment manufacturer repair procedures |

AND

AURSS00024 - Advanced Body Repair Welding Skill Set (Release 1)

| UNITS OF COMPETENCY | UNIT NAME |
|---------------------|--|
| AURTTA3020 | Apply heat-induction processes |
| AURVTW2003 | Carry out gas metal arc welding procedures |
| AURVTW2005 | Carry out spot welding procedures |

Training Compliance Definitions and Important Information:

Qualification required: All relevant repair facility staff must have completed Certificate III-level panel repair training or equivalent to proceed with the skill set. Apprentices must be enrolled in these units as part of their training plan with a Registered Training Organisation (RTO).

Training transition period: To demonstrate compliance under this Standard at least 50% of the repair facility's panel repair staff (excluding apprentices) must be successfully assessed against the mandatory skill set, with any required gap training completed by 30 June 2016.

New staff: New staff joining the repair facility after 1 April 2014 must be assessed against training unit competencies within 12 months of their commencement date, and 24 months to successfully complete all required units. The repair facility may make an application to Suncorp for a particular new staff member to be excluded from the Standard's training requirements, provided more than 50% of repair facility staff complete their units or are in the process of doing so, and the total number of staff compliant with the prescribed training does not fall below 50%.

Training recognition: Tradespersons who have successfully completed the training units will receive a certificate and documented recognition as a Suncorp Group Advanced Body Repair Technician and RTO certification.

Future certification: If new training units or skills are identified by Suncorp, the Certified Repair Facility will be given reasonable time to source and complete such training, with funding support options identified if available.

Training Bonus Points: As per 4.3 of the Standard 10 Bonus Points will be awarded where 100% of the repair facility's tradespersons (excluding apprentices) have completed the compulsory panel repair training skill sets contained in Appendix A within the training transition period.

Appendix B

Audit History

| AUDIT REVIEW DATE | AUDITOR | COMMENTS |
|-------------------|---------|----------|
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Appendix B

Audit History

| AUDIT REVIEW DATE | AUDITOR | COMMENTS |
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One Company
Many Brands

