

The background is a photograph of a tunnel with cars driving through it. The lighting is a mix of purple and blue, creating a futuristic atmosphere. There are several decorative circles: a large white one in the top left, a smaller white one below it, a large purple one in the middle right, and a white one in the bottom right. The 'iag' logo is in the top right corner.

iag

# Partner Repairer National Standards.

Part 1 Requirements & Guidelines

Part 2 Repairer Compliance Self-Audit



# Disclaimer



Insurance Australia Group (IAG) proudly maintains a network of motor vehicle smash repairers as preferred suppliers, whom are referred to within this document as Partner Repairers. These Partner Repairers have been carefully selected as being amongst the best suppliers in the smash repair industry and are authorised to use one or more of IAG's insurance brands to carry out smash repair work on behalf of IAG. This document details the minimum standards that IAG expects, will measure and manage the performance of its Partner Repairer network.

This document is provided in two parts. Part one details the minimum standards that a Partner Repairer must meet in order to qualify or retain the status of an IAG Partner Repairer. These standards include capability and performance requirements for policy and procedural compliance, customer service, branding, work health and safety, environmental compliance, training skills development and ongoing operational management. Part two provides a checklist tool for repairers to use and complete 'self-audits'. IAG will continue to complete ongoing and frequent audits of its Partner Repairer network to ensure the minimum standards within this document are met or exceeded.

Partner Repairers are to read and comply with the standards outlined in this document in conjunction with prevailing local, state or national laws, regulations and any statutory requirements. It remains the responsibility of Partner Repairers to ensure they meet prevailing laws, regulations and statutory requirements at all times. Where there is any discrepancy between this document and the prevailing laws, regulations and statutory requirements, Partner Repairers must detail the nature of such a discrepancy in writing to IAG at the earliest available time.

The information contained in this document is correct at time of printing and may be subject to change through consultation as required / necessary. This document and content remains the property of IAG and its associated entities and must not be reproduced, distributed or used without IAG's express written consent.

## Introduction

Insurance Australia Group (IAG) is Australia's largest general insurer and issuer of motor vehicle insurance. To maintain this leading position, IAG has adopted an unprecedented approach toward ensuring outstanding customer service and quality standards are instilled in everything that it does which also means assuring the capabilities and performance of preferred suppliers. This document details the minimum standards that IAG's network of smash repairers must meet in order to qualify or retain the status of Partner Repairer.

In developing the standards outlined within this document, IAG consulted with Australia's progressive smash repairers to ensure all relevant facets and criteria for a high-standard of smash repair are included. Smash repairers acknowledged that today's motor vehicles are being constructed with more technology, complexity and sophistication. Customers expect smash repairers to be qualified, trained and skilled sufficiently to meet motor vehicle manufacturers' construction standards and specifications. In response to this feedback, this document addresses each of these criteria, thus ensuring customer expectations are met and IAG's customers' motor vehicles are consistently repaired to the highest quality standards.



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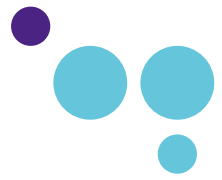


# iaag

Part 1 Requirements & Guidelines







# Purpose of this document

In developing these standards, IAG has taken and reviewed all facets of Australia's current smash repair industry into consideration which includes acceptable levels of plant and equipment, training, certification, customer service and environmental compliance. Each of these facets has been extensively reviewed and assessed to determine its suitability for inclusion within IAG's standards. The result of this review and assessment process is a two-tier standard recognising and aligned to our two-tier Partner Repairer network.

This document is provided in two parts.

Part One details the minimum standards that Partner Repairers must meet in order to qualify or retain the status of an IAG Partner Repairer. These standards include capability and performance requirements for policy and procedural compliance, customer service, branding, work health and safety, environmental compliance, training skills development and ongoing operational management.

Part Two provides a checklist for Partner Repairers to use and complete 'self-audits'. IAG will continue to complete ongoing and frequent audits of its Partner Repairer network to ensure the minimum standards within this document are met or exceeded.

The IAG two-tier Partner Repairer network includes progressive smash repairers who either repair motor vehicles exclusively or non-exclusively for IAG. For Partner Repairers who work exclusively for IAG, we have set the minimum standard at the highest standard within the smash repair industry. These higher standards primarily relate to premises and equipment levels and environmental compliance. For Partner Repairers who do not work exclusively for IAG, we have established a standard that is considered as 'best practice' in today's smash repair industry. Partner Repairers who aspire to an exclusive relationship with IAG or wish to attain the highest standard in tomorrow's smash repair industry should seek to meet or exceed all criteria. It is important that our Partner Repairers share our commitment to ensuring quality repairs and outstanding customer service for our mutual customers and that they are also committed to meeting and maintaining our national standards.

The categories within the Premises and Equipment (P & E) compliance categories of this document require our Partner Repairers to complete the self-audit sections in **Part 2** and identify any areas that they may not meet. An IAG representative will then complete an independent audit to identify the accuracy of the Partner Repairer's self-audit and to identify any areas of deficiency. If a Partner Repairer does not meet a mandatory requirement, an IAG representative will work in collaboration with the Partner Repairer to formulate an action plan that addresses the area of non-compliance. When ALL categories are met, the Partner Repairer will be issued with a Certificate of Compliance acknowledging that IAG Partner Repairer National Standards have been achieved.

IAG will record a Partner Repairer's achievement and ongoing compliance with our standards via a centralised national database that specifically allows for:

- Recording of current Premises & Equipment (P & E) inspection results
- Management of actions arising out of these results (e.g. commitment to address deficiencies)
- Display of past Premises & Equipment inspections and their results
- Non-Compliance action to be taken

A comprehensive review of a Partner Repairer's compliance with these standards will be completed by an IAG representative every twelve months, which extends to include an audit on the Partner Repairer's premises and systems. IAG will also provide notification of any update or changes regarding P & E standards or amendments to legislation requirements.

This document is accompanied by and includes the following reference documents:

- Premises and Equipment Self-Audit Check List – **refer Part 2**
- Quality Framework Documentation
- Repair Plan Documentation
- Standards Action Plan Template Document – (Sample Copy)
- Certificate of Compliance – (Sample Copy)

## 1.0 Compliance – Exclusive and Partner Repairer

Section 3 of this document describes the various compliance categories.

**Exclusive Partner Repairers** must meet **ALL** compliance categories and the Premises and Equipment (P & E) Audit Inspection requirements in Part 2.

Partner Repairers must meet the compliance categories indicated as being applicable but have the option of meeting the higher and more stringent standards expected of an Exclusive Partner Repairer if they choose to do so or should they have future intentions of submitting a proposal to become an Exclusive Partner Repairer.

All Partner Repairers must comply with the following categories. For clarity these areas have been highlighted in the document with “Mandatory” marked in red for the relevant categories.

- Quality Framework
- Customer Management – Service Standards
- Parts Guidelines
- Repair Plan
- Partner Repairer National Branding Policy
- Workplace Health and Safety
- Mandatory Legislative Requirements

Conformance to relevant categories is either:

1. “first party certification”, that is, self-audit by the repairer or
2. “second party certification”, that is, where the audit is conducted by us or authorised representative.
3. “third party certification is where a specialist licensing or accreditation body is required.

Critical areas within the categories namely Work Health and Safety (WH&S) will require independent or “third party certification” from a recognised and qualified entity to show compliance. Relevant documentation must be provided as proof of compliance.

**NOTE:** These standards are in conjunction with and supplement our requirements contained in applicable repairer agreements or terms of authority.

### 1.1 Accountabilities

IAG and Partner Repairers share accountability in ensuring the standards outlined within this document are achieved and maintained.

IAG are utilising three separate but related business units to work with partner repairers in achieving compliance to these standards;

- Assessing Operations are responsible for assuring adherence to and enforcement of these standards.
- Operational Assurance who will conduct second-party certification audits.
- Supply Chain – Motor Categories is accountable for the administration of Part 1 and Part 2 of these Standards. Accountability includes monitoring effectiveness and performing a formal document review annually or as required.

All Partner Repairers are accountable for ensuring the requirements of this document are implemented within their operations. Each Partner Repairer must identify, document, plan and implement any personal safety or technical training requirements as are necessary to comply with these standards. Moreover, each Partner Repairer remains accountable for ensuring associated contractors comply with the safety requirements outlined within this document.

All business owners or their appointed agents are accountable for ensuring appropriate certifications and licensing are maintained and current at all times. Additionally, all staff must attend all necessary technical training to keep abreast of industry changes, vehicle development and repair methodology. All business owners or their appointed agents are also responsible for the implementation and administration of any safety related training to ensure compliance with relevant local, state or territory laws, regulations and statutory requirements.



## 2.0 Definitions of Technical Terms and Acronyms

Term / Abbreviation	Definition
<b>Audit</b>	A systematic, independent and documented process for obtaining evidence against a set criteria and evaluating it objectively to determine the extent to which the audit criteria is met.
<b>Conformance</b>	This means that the site fully complies with the requirements of the audit criteria.
<b>Customer Experience Survey (CES)</b>	Independent customer survey used to measure the repair experience
<b>Customer Service Coach (CSC)</b>	A specialised role (IMA staff) dedicated to focusing on Partner's business improvement in Customer Service.
<b>Customer Service Standards</b>	A National framework to increase customer advocacy through improved service standards and consistency.
<b>EMP</b>	Environmental Management Plan is a documented process to identify and manage compliance and responding to environmental risks and impacts.
<b>Exclusive Repairer</b>	Partner with an agreement to only carry out repairs exclusively for IAG.
<b>Extenuating or Aggravating Circumstance</b>	<p>An extenuating or aggravating circumstance is considered a rationale not to proceed with, or to exercise a greater enforcement of the quality management matrix. An extenuating or aggravating circumstance can be considered for a Network or Non Network Repairer. Some examples of an extenuating or aggravating circumstance are;</p> <p>The repairer may have a legitimate reasoning for the issue and can demonstrate that no system or process contributed to the problem.</p> <ul style="list-style-type: none"> <li>● The geography of the repairer and the number of repairers in the vicinity</li> <li>● The repair volume and past repair quality history of the repairer</li> <li>● Any other factor or contributor of the cause or effect</li> </ul>
<b>IAG</b>	Insurance Australia Group is the general insurance group with operations in Australia, Asia, New Zealand and Europe. IAG owns leading companies and operating brands including NRMA Insurance, SGIO, SGIC, Swann Insurance, CGU, State Insurance and NZI, Coles, WFI, Lumley
<b>IMA</b>	Insurance Manufacturers of Australia. IMA is a joint venture which was formed in 1999 between NRMA (now IAG) and RACV. IMA underwrites motor vehicle home and other general insurance products for distribution by NRMA in New South Wales and the ACT, and by RACV in Victoria
<b>Mandatory</b>	Compulsory requirement applicable
<b>Network Repairer</b>	Network Repairer refers to any repairer signed to an agreement with IAG
<b>Non Conformance</b>	This means that the site does not fulfil the requirements of the audit criteria for the category.
<b>Partner Repairer</b>	Refers to Partners with an agreement but are able to carry out repairs for other insurers
<b>NTAR</b>	Refers to New Times and Rates – our current quoting methodology
<b>ORM</b>	Online Repair Management

<b>Term / Abbreviation</b>	<b>Definition</b>
<b>P &amp; E Audit</b>	Premises and Equipment Audit
<b>Partial Conformance</b>	This means that the site partially fulfils the requirements of the audit criteria for that category. This takes into account a site that fulfils some but not all the criteria – those “grey” areas.
<b>Partner Performance Update (PPU)</b>	Scorecard utilised to record repairer performance and results
<b>Quality Issue</b>	Refers to an issue with the quality of the repair or the standards or practices used by the repairer to perform repairs. Quality issues are usually identified by customers, Motor Assessors or Quality Assurance Auditors.
<b>Quality Issue Type</b>	Refers to the category the quality issue falls into. There are currently three categories: Serious Misconduct (safety and behavioural), Quality Major, ‘Quality Minor and Other’
<b>Quality Major</b>	The vehicle requires rework or rectification of the completed repairs at the original or an alternate repairer. This includes repairing or refinishing of previously completed operations.
<b>Quality Minor</b>	The vehicle requires slight or insignificant rework only. This type of issue is categorised by the vehicle not requiring any paint work or the changing of items previously installed. Generally the claimant will not suffer an inconvenience.
<b>Quality Minor and Other</b>	Issues which are not covered in the Safety, Quality and Serious Misconduct topics. “Other” is also considered minor issues i.e. “Non Safety” (electrical, mechanical and minor fittings).
<b>RACV</b>	Royal Automobile Club of Victoria
<b>Relationship Manager or RM</b>	Responsible for the management of the Partner Repairer and relationship
<b>Repair Plan</b>	MANDATORY requirement for all structural repairs or welded/bonded panel and structural replacement to ensure repairs are carried out in accordance with the documented manufacturer’s technical specifications
<b>Repair Quality Framework</b>	A National Process to manage repair quality and focuses on outputs from smash repairers to ensure repairs are completed to the highest of industry standards.
<b>RPC</b>	Repairer Performance Consultant
<b>Safety Issue</b>	A safety issue has the potential to compromise the integrity of the vehicle which could result in harm or endangerment to the occupants of the vehicle or other road users.
<b>Serious Misconduct</b>	Includes, to a serious degree either as a single incident or a series of incidents, the supplier/repairer committing fraud, acting dishonestly or engaging in behaviour that is considered a risk to any IAG employee or customer. It includes licensing or competency issues which can potentially cause risk to our claimants.
<b>SMS</b>	Supplier Management System. An electronic file for capturing and recording supplier/repairer information.
<b>Termination</b>	The ending of the Partner or Associate Smash Repairer agreement by the insurer.



## 3.0 Compliance Categories (Mandatory – All Partner Repairers)

### Quality Framework

The 10 Point Repair Quality Plan has been implemented to facilitate delivery of the highest quality and safe repairs to our customers. A key part of this is the Repair Quality Framework which sets out how we manage motor repair quality nationally. Essentially it's about making sure we deliver on our promise to get our customers' vehicle repairs completed to the highest quality and to manufacturer's standard and get them back on the road.

It also provides more certainty for repairers and reinforces that our network repairers are among the best in the business in delivering high quality repairs. We believe this is the best motor repair quality program of any Australian insurer and this overview documents the process to deliver quality repairs for our customers.

The objective of the Repair Quality Framework is to deliver a consistent, national process to manage repair quality. The framework provides personnel, documented processes, tools, and training, reporting capability and internal and external change management for Partner and Non-Partner repairers across all brands nationally.

The framework is constantly evaluated against its critical success factors – Internal culture, repair quality and customer safety which are continuously reviewed and improvements made as necessary.

### Framework Scope

The Quality Framework focuses on outputs from smash repairers to ensure repairs are completed to industry standards. Individual smash repairs are covered by a Partner Repairer contract, or individual authorities where applicable.

If you have any questions, please email: [supplychainmanagement@iag.com.au](mailto:supplychainmanagement@iag.com.au)

### Overview: Our 10 Point Repair Quality Plan

#### 1. Lifetime Guarantee

Providing peace of mind to our customers by guaranteeing the workmanship of repairs we authorise for the life of the car.

#### 2. Quality Assurance Auditor (QAA) Roles

12 month secondment roles nationally  
Complements existing audit processes and  
Increase the number of inspections we complete annually.

#### 3. Repairer Performance Consultant (RPC) Roles

- National Role.
- Work with repairers to improve quality.
- Manage our quality data.

#### 4. Increased Quality Inspections

- Inspection guidelines and Quality.
- Inspection forms.

#### 5. Genuine Parts

Our parts guidelines simplify authorising repairs and makes our expectations of repairers clearer.

#### 6. Assessor Training

We have a tailored smash repair training program for our motor assessors nationally which complements existing training and will ensure a highly trained assessing workforce. Our training includes determining correct method of repair processes and we're creating a method of repair database.

#### 7. Repairer Premise and Equipment Audit

- Audits conducted regularly by RPC's.
- Checklist developed for these audits.

#### 8. Guidelines and Tools for Measuring Quality and Managing Breaches

Guidelines for repairer performance management and matrix for handling quality issues Improvement to our repair management system.

#### 9. Regular External Reporting of Quality Performance

We will post our repair quality performance in appropriate forums.

#### 10. Post Repair Follow-Up

As well as our usual customer follow up surveys, QAA's complete additional random post repair inspections.

### 3.0a Licensing and Qualifications (Training, Accreditation and Proficiency)

Partner Repairers must have appropriate and current licenses and ensure their tradespeople are:

- Qualified to perform applicable work or services in their business whether repairs are of a structural, non-structural or safety related nature.
- Capable of completing the required repair work.
- Certified, licensed, trained and suitably accredited and proficient in the use of any equipment used including but not limited to the following:
  - Welding Equipment – MIG, TIG, Silicon Bronze, Inverter, Aluminium etc.
  - Vehicle Measuring and Straightening Equipment, Jigs.
  - Paint Application- including use of booths, infra red drying equipment and waste disposal.
  - Vehicle Hoists.
  - Computer Diagnostic Equipment;
  - Gas and Air-Conditioning Refrigeration Equipment.

Repairers must provide supporting evidence of their tradespeople's competency by submitting the following as required:

- Evidence of repairer(s) meeting a manufacturer's "authorised / accredited / preferred" smash repairer program; and
- Compliance with standards detailed in AUR12; and
- Vocational training certified by Technical and Further Education (TAFE) college; or
- Certification by a credible and recognised Registered Training Organisation (RTO); or
- Specialist training or certification offered by motor vehicle manufacturers.

### 3.0b IAG Quality Inspection Criteria

The following Criteria is used to identify acceptable repair quality on authorised repairs for IAG branded motor policies.

#### Parts

All parts authorised and invoiced must be fitted.

Please refer to the IAG Parts Guideline for usage criteria

- Inspect for parts substitution eg. Aftermarket fitted when Original Equipment Manufacturer (OEM) has been authorised or where the repairer has repaired the item when new was authorised.

#### Remove and Replace

All authorised remove and replace items are to be carried out. Where applicable R & R's should comply with manufacturers specifications.

- Inspect for operations not completed.

#### Repairs

All authorised repair operations are to be carried out to an acceptable standard; this includes all structural items to be free from kinks and align to adjacent panels.

Note: Acceptable body filler thickness should apply as per the product recommendations.

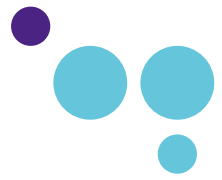
- When completing mid repair inspections observe the following: When data measuring has been authorised, request a copy of the data measuring sheet with the measurements. This must contain pre and post repair results. Post repair measurements must be within tolerance to manufacturer specifications (where available).

#### Panel Alignment

Panel gaps are to be consistent to the vehicle manufacturer gaps. Ensure the doors, boot lid and all swinging panels are opening freely and not binding.

- Inspect for evidence of poor fitting panels – you may wish to ask the repairer to measure the vehicle if structural repairs were completed.





## **Welding/Bonding**

All welds, where possible are to be carried out as per the manufacturer recommendations or comply with alternative manufacturer recommendation including bonding and riveting. Spot and Inverter welders are to be used when indicated by the manufacturer or other industry recognised recommendations.

- Images of welds and any documentation related to recommended procedures can be taken and attached to the quality inspection file.

## **Paint Operations**

All paint operations authorised must be carried out. Inspect for:

### **Colour Match**

- Paint colour should reflect the pre-accident finish. Plastic components may vary in colour; always check ‘like” parts of the vehicle for variation. Colour variations may also occur with metallic finishes.
- During inspection natural sunlight may be required.

### **Blemishes**

The paint film is to be free from any dust or dirt particles, preparation marks, runs or dry spray. Factory finishes are not perfect so consideration should be given to minor blemishes in obscure or insignificant areas.

### **Gloss Levels**

Gloss levels are to be consistent to the remainder of the vehicle, the gloss level should be judged on its merits.

### **Texture/Finish**

The texture or finish (peel) is to be consistent to the remainder of the vehicle taking into consideration any previous repairs.

### **Paint Blends**

Blends are to be consistent with the pre-accident finish

eg. Peel texture and colour.

### **Interior Colours**

Interior paint colour and coverage are to be consistent with the pre-accident finish.

### **Sealers, Adhesives, Foams**

All body, sound and structural foams are to be replaced to manufacturer’s specifications where available or comply with other industry recognised recommendations. Spray sealers and anti-chip coats are to match the appearance of the pre-accident finish. Repair areas should be internally coated to prevent corrosion.

### **Structural Mechanical and Occupant Safety Definitions**

**Structural** – Any component identified as a part of the vehicle structure such as the chassis rails, skirts, inner panels, pillars, floor panels ie. Repair or replacement of structural components that affect the vehicle’s safety performance.

**Mechanical** – All components identified as mechanical may include engine, drive train, suspension, steering items and wheels.

**Occupant Safety** – Any component identified as part of the occupant’s safety including seat belts, air bags, seats and any other SRS system fittings.

\*All structural, mechanical and occupant safety parts authorised and fitted must comply to IAG Parts Guidelines

### 3.0c Parts Guidelines

If a part can be repaired successfully and a repair is the most appropriate method, repairs will be authorised.

If replacement is the most appropriate method the following business rules apply.

#### IAG's Parts Guidelines

Part Type	Guidelines
<b>New OEM Parts</b>	We authorise New OEM Parts within the first 3 years of vehicle compliance date (when available)
<b>Exceptions for new OEM parts</b>	<ul style="list-style-type: none"> <li>● Windscreen/Glass</li> <li>● Radiator, air core and air conditioning components</li> <li>● Used OEM door and tailgate assemblies only – when the most appropriate method                             <ul style="list-style-type: none"> <li>○ Sundry items</li> <li>○ When New or Used OEM parts are unavailable and Non-Genuine/Aftermarket parts (non-safety related) are required to repair vehicle</li> </ul> </li> </ul>
<b>Used OEM</b>	After first 3 years of vehicle compliance date
<b>Bumper Bars</b>	<ul style="list-style-type: none"> <li>● New OEM</li> <li>● Exchange or Used OEM after first 3 years from vehicle compliance date</li> </ul>
<b>Headlamp/ Tail lamps</b>	<ul style="list-style-type: none"> <li>● Repair (using OEM parts only) <i>* Refer to IAG Technical Publications for approved repair methods</i></li> <li>● New OEM</li> </ul> <p>Used OEM or Exchange after first 3 years from vehicle compliance date <i>Note: Important to ensure headlamps comply to Australian Manufacturers Specifications</i></p>
<b>Exchange</b>	<ul style="list-style-type: none"> <li>● After first 3 years of vehicle compliance date.</li> <li>● Exchange to be repaired using new OEM parts only, e.g. Headlamps, Steering Racks. Must be tested and guaranteed by recognised supplier.</li> </ul>
<b>Non-Genuine/Aftermarket</b>	<ul style="list-style-type: none"> <li>● Non-genuine/aftermarket parts are not acceptable</li> <li>● Used OEM parts cannot be substituted with Non-Genuine/Aftermarket parts</li> <li>● See exceptions (windscreen, glass, radiators, air cores and components, sundries, availability)</li> </ul>
<b>Airbags</b>	New OEM
<b>Wheels</b>	<ul style="list-style-type: none"> <li>● New OEM</li> </ul> <p>If damaged wheel is not OEM, replace with same or similar item of equal specifications (like for like replacement)</p> <ul style="list-style-type: none"> <li>● Repair Steel <i>*Refer to IAG Technical Publications for approved repair methods</i></li> <li>● Minor Repair Alloy <i>*Refer to IAG Technical Publications for approved repair methods</i></li> </ul> <p><i>Note: Important to ensure wheels comply with regulations. Used wheels are not acceptable</i></p>
<b>Sectional Repairs</b>	<ul style="list-style-type: none"> <li>● No 'cut and shut' repair methods ie, complete front or rear sections</li> </ul>
<b>Vehicle Accessories</b>	<p>New OEM or Replace with same or similar item of equal specifications (like for like replacement) <i>Note: Used towbars or repairs to towbars are not acceptable (except for paint work)</i></p>
<b>Fuel Tank</b>	New OEM



Part Type	Guidelines
<b>LPG System</b>	Supply, installation and repairs to be carried out by an authorised and/or licensed LPG agent
<b>Tyres</b>	<ul style="list-style-type: none"> <li>● New only</li> <li>● No retread, repaired or used tyres</li> </ul> Replace with same or similar item of equal specifications to damaged part (like for like replacement)
<b>Seatbelts</b>	New OEM only ( <i>*replace as per IAG Technical Publication</i> )
<b>Mechanical</b>	<ul style="list-style-type: none"> <li>● Repair (using OEM parts only)</li> <li>● New OEM</li> </ul> No Used mechanical parts See Exchange (must be tested and guaranteed by recognised supplier) (refer to sundries for exemptions)

\*For approved repair methods including OEM specifications, refer to IAG Technical Publications available on the following website <http://www.iagresearch.com.au/>

As per the Motor Vehicle Insurance and Repair Industry Code of Conduct, Insurers will not require repairers to carry out repairs that:

- (a) Are not in accordance with:
  - (1) The documented manufacturer’s technical specifications including those supplied by other industry recognised agencies or authorities; or
  - (2) Any lawful mandatory specifications and/or standards, or
- (b) Use methods that may compromise vehicle warranty conditions; or
- (c) In the absence of (a) and (b) are not in accordance with accepted industry standards and practice, while having regard to the age and condition of the motor vehicle.

NOTE: Repairers will be required upon request by IAG or their authorised representative to provide all necessary documentation and information sourced regarding repair methods on any repairs undertaken.

Part Type	Guidelines
<b>New OEM</b>	<ul style="list-style-type: none"> <li>● OEM means original equipment manufacturer.</li> <li>● OEM parts are supplied to or made by a vehicle manufacturer to make a vehicle</li> <li>● OEM parts supplied by the vehicle manufacturer, its dealers or suppliers that carry correct manufacturer’s branding and/or part number.</li> </ul>
<b>Exceptions for NEW OEM parts</b>	<ul style="list-style-type: none"> <li>● It is common industry practice and accepted by the motor trade to supply parts listed as ‘Exceptions’ through alternate suppliers.</li> <li>● All exempt items must meet OEM specifications.</li> </ul>
<b>Used OEM</b>	<ul style="list-style-type: none"> <li>● Used OEM parts are also known as recycled parts or reusable parts.</li> <li>● These parts taken typically from total loss or de-registered vehicles, so they are also OEM parts (assuming the total loss vehicle was not previously repaired with non-OEM parts). Commercial recyclers/dismantlers acquire these parts/vehicles for on-sale.</li> <li>● Used OEM parts, are Genuine parts whether new or recycled.</li> </ul>
<b>Exchange</b>	<ul style="list-style-type: none"> <li>● Exchange parts are also known as Reconditioned or Remanufactured parts.</li> <li>● An Exchange part has been repaired or has had new parts fitted by an OEM or independent supplier to make it functional again.</li> <li>● Recognised supplier must demonstrate documented quality and proven history to local operations.</li> </ul>

Part Type	Guidelines
<b>Headlamps/ Tail lamps</b>	<ul style="list-style-type: none"> <li>● Some imported headlamps are not acceptable as they do not comply with Australian OEM standards and OEM specifications.</li> <li>● All headlamps must comply with Australian OEM standards. * Refer to IAG Technical Publications for approved repair methods</li> </ul>
<b>Non-Genuine/ Aftermarket</b>	<ul style="list-style-type: none"> <li>● Non-Genuine parts or Aftermarket parts are non-OEM parts.</li> <li>● They are copies of OEM/Genuine parts.</li> <li>● ‘Non-Genuine’ parts are not manufactured by a supplier to the original manufacturer of the vehicle.</li> </ul>
<b>Sectional Repairs</b>	<ul style="list-style-type: none"> <li>● A sectional repair is a method of repairing a damaged structural component of a motor vehicle that involves cutting out the damaged element and replacing it with an undamaged section from a new or used donor assembly. Sections which are acceptable are those such as the radiator support panel, centre pillar/sill section assembly, rear quarter panel/rear panel section etc</li> <li>● Body repair procedures set out by the relevant vehicle manufacturers, including following factory weld patterns and applying structural body foams where required must be adhered to.</li> <li>● Do not authorise or accept the ‘Cut and Shut’ repair method i.e. where the complete front or rear section is replaced by joining the vehicle through the passenger compartment.</li> </ul>
<b>Accessories</b>	<p>For the purpose of these guidelines accessories are such things as, but not limited to: Bull bar, towbar, roof rack, side steps, stereo, and alloy wheels.</p>
<b>Age of Vehicle</b>	<ul style="list-style-type: none"> <li>● Vehicles generally carry a build plate (or label), plus an Australian Design Rules Compliance plate (or label). On imported vehicles, these plates (or labels) normally carry different dates.</li> <li>● On vehicles made in Australia, these plates (or labels) normally carry a common date. Vehicle age is defined by the date of manufacture, not the date of compliance. The date of manufacture is the month and year in which the body and power train were conjoined.</li> <li>● For vehicles imported from overseas, the date of compliance may be many months or even a couple of years after the date of manufacture.</li> </ul>
<b>Sundry Items</b>	<ul style="list-style-type: none"> <li>● Sundry items must meet OEM specifications</li> </ul> <p>Sundry items include such things as, but not limited to:</p> <ul style="list-style-type: none"> <li>● Battery</li> <li>● Tyres</li> <li>● Clips, screws and fasteners</li> <li>● Fluids and Oils</li> <li>● Globes</li> <li>● Mechanical bolt on items i.e. hoses belts, alternator and water pump.</li> </ul>

### 3.0d Vehicle Mark/Up Procedure

It is highly recommended that all Partner Repairers utilise some form of vehicle identification and mark/up document for each vehicle repaired through their facility. This not only aids in identifying the vehicle but also provides a safety net for the repairer and an avenue to up sell if old inconsistent damage is identified during the initial inspection.

The attached template is an example form which Partner Repairers may wish to adopt in capturing vehicle identifiers and vehicle body damage mark/up. Note: – This information can also be recorded via the use of digital images.

Inspection Date  Time Booked  Job No

#### Customer Mark-Up Sheet

Customer Name  Claim Number

Rego Number  State of Rego  Make

Model  Eq Level  Odometer

Compliance Date  Built Date

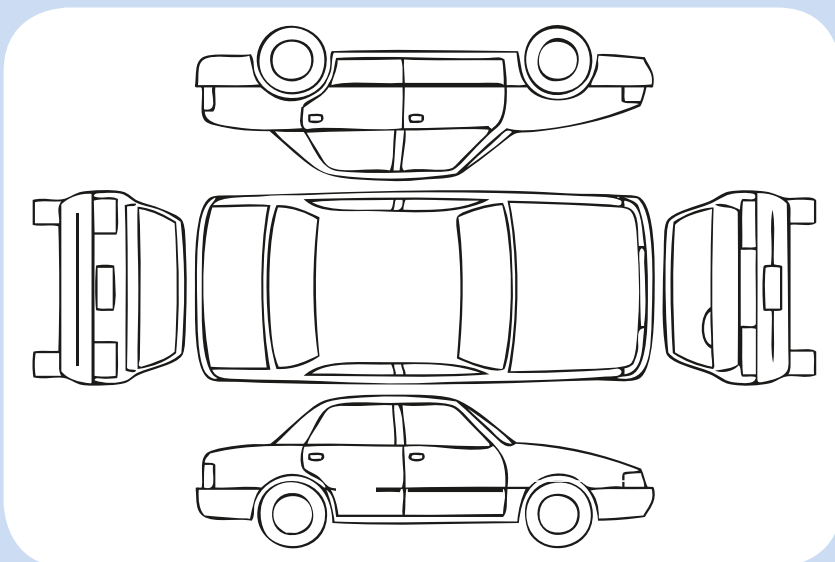
Body Type  Engine Size in CC  Transmission  Auto  Man

Vin/Chassis No

Colour  Paint Code  Paint Group

Trim Code  Fuel 

F				E
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**Mark up**

- 1) Shade claims area, circle and describe old/inconsistent damage.
- 2) Indicate direction of impact.

Repair Start Date  Repairer name

Repairer Code  Date Completed  Repair End Date

Company Officer Signature  Customer Signature

## 3.0e Repair Plan (Mandatory – All Partner Repairers)

### Documented Repair Procedures

IAG's policy regarding all authorised vehicle repairs is that the Original Equipment Manufacturer (OEM) Repair Procedures is the Default Standard.

**It is a MANDATORY requirement for a documented Repair Plan to be completed for all structural repairs or welded/bonded panel and structural replacement.** This is to ensure repairs are carried out in accordance with the documented manufacturer's technical specifications including those supplied by other industry recognised agencies or authorities or any lawful mandatory specifications and/or standards.

### Determining the Correct Method of Repair

The attached Repair Plan template is to provide partner repairers a step by step process to follow in determining:

- the correct method of repair.
- the correct techniques and necessary equipment have been used to complete the repairs.

Compliance with this requirement will ensure;

- Partner Repairers only use appropriate repair methods.
- Maintain high quality standards.
- All repairs are compliant with OEM standards.

If required to do so, ALL repairers will make available for inspection by our staff or appointed agents, ALL documentation and records including invoices and processes relating to the repair, fitment and supply of parts as requested as part of the quality control process.

### Mandatory Documentation

Where a Partner or Non-Partner Repairer needs to measure a vehicle prior to and after repairing a vehicle, the repairer is required to retain the vehicle's data sheet showing both before and after measurement data and a copy must be provided to one of our representatives on completion of repairs. This information will be scanned and recorded by us and attached to the file of the respective claim.

### Monitor Repair Process

All vehicle repairs requiring a Repair Plan to be completed will be placed under the Monitor Repair Process by the authorising assessor. This process validates the accuracy of the measuring system data and ensures repair diagnostics are within manufacturer's/industry tolerances and conformity to the repair process. Mid and Post repair inspections are conducted by the assessor during the repair process as per the Monitor Repair criteria.

## 3.0f Quality Control (Mandatory – All Partner Repairers)

### Documented Quality Inspection Process

A documented Quality Control process is a MANDATORY requirement for all Partner Repairers. This can be either an individual tradesperson checking their own work during the repair process and either recording results electronically or via a manual tick sheet (sample attached) or having a dedicated individual i.e. a Quality Control Manager who is responsible for quality output through all the vehicle repair stages.

A Quality Control Process embedded in the business will also ensure that repairs are carried out in accordance with the documented manufacturer's technical specifications and the output from smash repairers is the delivery of high quality repairs that are completed to industry standards or above and comply with IAG's Quality Framework.

Although not mandatory it is highly recommended that repairers maintain some form of Issues Log when handling quality issues identified as a result of the quality control process. This is to enable a repairer to identify any recurring problems and, if necessary, implement an action plan to resolve the issue whether it is staff, process or equipment related.





## Repair Plan

### Shop and Vehicle Details

Claim Number

Date

Repairer

Vehicle (make, model, year, body style)

Assessor (print name)

Manager / Foreman (print name)

Technician / Panel Beater (print name)

License Number

### Repair Methods

(Tick one)

Repair

Replace

What panel(s) being repaired/replaced?

Where did you obtain the repair information from? (Tick one)

OEM

Other Source

Industry Standards

Please explain (if not Manufacturer methods)

Has this repair information been sighted by the Motor Assessor?

Yes

No

### Tooling & Equipment

Does the welding equipment used comply with manufacturer specifications?

Yes

No

Mig welder

Yes

No

Mig bronze/braze welder

Yes

No

Inverter spot welder

Yes

No

Brand

Brand

Brand

Bonding

Yes

No

Riveting

Yes

No

Has this vehicle been repaired on a measuring bench?

Yes

No

Brand

Has this vehicle been measured using an electronic measuring system?

Yes

No

Brand

**If "Yes" please attach Pre and Post measurements with the necessary images and submit via ORM to the authorising Motor Assessor**

Sign off by Technician/Panel Beater

Date

Time

### Quality Inspection

Has this vehicle been inspected prior to paint by the authorising Motor Assessor?

Yes

No

Sign off by Motor Assessor

Date

Time

Has this vehicle been inspected prior to paint by the Manager and/or Foreman?

Yes

No

Have all operations been completed as per quote?

Yes

No

Sign off by Manager / Foreman

Date

Time

Any additional Notes:

\*Please complete and submit a copy of this form via ORM to the authorising Motor Assessor.

### 3.0f Documented Quality Inspection Process – (Post Repair)

Date of Inspection

Claim ID

Vehicle Make

Speedo reading

Vehicle Model

#### Parts (Please TICK correct answer)

Have parts been fitted as required?  Yes  No  NA

Are quoted parts consistent with IAG guidelines?  Yes  No  NA

If “No” what action is required?

#### Remove and Replace (Please TICK correct answer)

Have all authorised remove and replace operations been carried out?  Yes  No  NA

If “No” to any of the above, what action is required?

#### Repairs (Please TICK correct answer)

Were the quoted methods of repair a recognised repair process?  Yes  No  NA

Have structural repairs been completed to DI criteria?  Yes  No  NA

Have the body panel gaps been aligned correctly?  Yes  No  NA

Has measuring been completed as quoted?  Yes  No  NA

If measuring has not been quoted, does the vehicle now require measuring?  Yes  No  NA

### 3.0f Documented Quality Inspection Process (Cont'd)

#### Paint (Please tick correct answer)

- Have required paint operations being completed as per quote?  Yes  No  NA
- Has the paintwork been carried out to IAG criteria?  Yes  No  NA
- Has the paintwork colour match been carried out to IAG criteria?  Yes  No  NA
- Has the paintwork Gloss been carried out to IAG criteria?  Yes  No  NA
- Has the paintwork texture/finish been carried out to IAG criteria?  Yes  No  NA

#### Miscellaneous Items (Please tick correct answer)

- Have miscellaneous applications, including sealers, adhesives and foams been completed?  Yes  No  NA

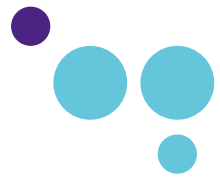
#### Data Sheet (Please tick correct answer)

- Attached
- Not attached
- NA

#### Rework

At the time of inspection does the vehicle require rework? If "Yes" document what action is required in the notes below.

#### Notes



## 3.1 Premises, Facilities and Equipment

### 3.1a Structural Repair Equipment

Partner repairer facilities must have available, suitable and appropriate equipment to conduct structural and non- structural repairs on all motor vehicles including vehicles constructed with modern high strength and composite type materials. All equipment must be maintained, calibrated and serviced as recommended by the manufacturer. All equipment details including serial numbers and service/maintenance dates are to be recorded – see following example table to capture relevant information.

#### Multiple Point Measuring System (Mandatory – Exclusive Repairers Only)

The minimum requirement for Exclusive Repairers is for a multipoint measuring system. Although the older style Caroliner and Autorobot or other six point measuring system may be used in conjunction with a library of manufacturer data specification sheets, our preference is for Partner Repairers to use an electronic or laser type measuring system that has the capability to record, store and print “before” and “after” measurements electronically.

### 3.1b Equipment Levels – Details and Information

Equipment	Brand/model	Serial no	Maintenance/ service date	Comments

#### 3.1c Other Equipment and Paint (Mandatory – Exclusive Repairers Only)

Parts of this section are Optional and apply only where the Partner is an Exclusive or Rapid type repairer.

A **Waterborne Paint System** must be installed and operational in Exclusive and Rapid-Style facilities prior to the Environmental Standards deadline detailed in the Exclusive Repairer agreement ie. Within a twelve month period of when the Exclusive Repairer Agreement has been signed. IAG will work with all Partner Repairers to move toward Waterborne Paint Systems in the near future.

Repairers who choose to conduct aluminium or alloy type repairs must meet the requirements for aluminium repairs as required by OEM for the applicable vehicles. These repairers must have a dedicated aluminium welder and meet the requirements for basic aluminium repairs.

#### 3.1d Other Equipment – Workflow

Where the facility conducts and/or sublets any specialist services, including but not limited to auto-electrical, mechanical, wheel alignments, multiple plastic type repairs and suspension systems, the repairer must have or ensure all necessary licensing and equipment required to carry out the specialist type activity are held. It is the Partner Repairer’s responsibility that all work, licensing and equipment comply with all legal and environmental requirements.

## 3.1d Other Equipment – Workflow (cont'd) – (Optional)

### Workshop Accounting and Management System

Although not mandatory it is a preference that Partner Repairers utilise a Workshop Management System that include features required by modern panel repair businesses (eg. Webtrim, Boss Planning, C360 or similar).

The Workshop Management System should include all the procedures and routines carried out daily in your facility and provides all the financial management tools necessary to ensure that your business is sustainable and remains profitable.

Software solutions should include the following: Purchase Orders/Credit Requests, Job Cards, Invoicing, Job Costing, Integrated SMS Messaging, Digital Imaging Storage Workshop Reporting & Management, Multiple Invoice Formats, Accounting (Debtors and Creditors Control, Full Profit & Loss Accounting, Bank, Credit Card and EFTPOS Reconciliation and GST BAS Reporting).

## 3.1e Presentation

### Facade/Signage/Reception/Staff/Security (Mandatory – All Partner Repairers)

Partner repairers are required to show professionalism in customer service and provide a tidy, well-organized facility, with easy access, on-site customer parking facilities, modern equipment and courteous helpful staff.

Where supplied, IAG-branded signage must be installed to allow good visibility from the street and maintained in good order and condition and fully operational if illuminated. Adequate signage displaying the repairer's trading name should also be clearly identifiable and visible from the street.

All customer facing staff must be appropriately dressed, well groomed and wear professional and tidy uniforms (if provided) or logo printed shirts and present themselves in a professional manner to customers and our representatives and assessors at all times.

Premises should have security fencing with security gates in good order and condition with a secure lock up system, alarmed, monitored and / or patrolled.

Repairers must display the current appropriate and compulsory industry licenses in a visible location on entry to the facility preferably in the office area. Repairers may also display civic/community service awards, customer service awards, etc. or any evidence of qualified technicians, trade school certificates, advanced certified courses undertaken or certifications of technical competence as appropriate in customer waiting areas.

## 3.1f Customer Facilities (Mandatory – All Partner Repairers)

### Amenities

All Partner Repairers must ensure their premises, including frontal/driveway locations, office areas, amenities and workshop facilities are kept in a professional, clean and well maintained condition at all times.

Customer amenities should be clearly identified, organised and clean and tidy with a separate customer reception area if possible with comfortable and adequate seating.

**NOTE – The customer area should not be used as a delivery or storage area.**

Premises should provide safe access for people with wheel-chairs, prams, frames or walking sticks by way of a flat surface or ramp as well as rails where required.

Adequate customer parking must be available on the repairer premises with safe access provided for customers.

A sign posted and designated vehicle drop off area must be available with safe customer access. A dedicated customer vehicle pick up area must also be provided in an easy/convenient location on the repairer's immediate premises.

A self-serve refreshments facility dedicated for customers or refreshments available through customer reception personnel should be provided and the area should be clean and tidy and maintained at all times, (including cups and utensils etc).

Dedicated customer unisex or single sex toilets must be available in the immediate customer waiting area.

The facilities must be maintained in a clean and tidy states at all times and have adequate supplies for hygiene purposes.

Partner Repairer's facilities should be in locations that provide easy access to most forms of public transport within reasonable walking distance **or** the repairer must ensure customers have access to motorised transport such as a shuttle service to public transport, courtesy cars, taxi, hire car etc.





## 3.2 Customer Management (Mandatory – All Partner Repairers)

### Customer Service Standards – Behaviours and Capabilities Framework

The Partner Repairer Customer Service Standards are designed as a national framework to increase customer advocacy through improved service standards and create consistency across the Partner Repairer Network. Adherence to these standards will ensure our Partner Repairers provide a nationally consistent, professional and courteous service in all customer interactions throughout the repair process.

The Customer Experience Survey (CES – see copy attached) is used to survey and measure customer satisfaction on their overall supplier/repair experience. The survey is conducted by an independent external provider and the results provided directly to IAG. The score generated is utilised in the Partner Performance Update (PPU) under customer as the CES score. The CES score is used to identify Partner Repairers level of achievement in customer service standards.

Partner repairer customer service standards   Behaviours and capabilities	
<b>Preparation</b>	
<b>Customer ready</b>	<ul style="list-style-type: none"> <li>● Ensure you are ready to serve the customer by being prepared for vehicle drop offs/appointments</li> <li>● Treat every customer as your first</li> <li>● Display a positive attitude at all times</li> <li>● Consistently doing your best for our mutual customers</li> </ul>
<b>Connection</b>	
<b>Create a connection</b>	<ul style="list-style-type: none"> <li>● Friendly Professional Greeting</li> <li>● Active Listening – Confirm and acknowledge understanding</li> <li>● Customer to feel cared about and valued – Be Helpful</li> <li>● Personalised Conversation – Show empathy where appropriate</li> <li>● Explanation – Simple language not industry terminology or jargon</li> </ul>
<b>Situation and needs</b>	
<b>Customer's needs</b>	<ul style="list-style-type: none"> <li>● Understand customer's expectations</li> <li>● Ask questions to identify and clarify their needs, issues or concerns etc.</li> <li>● Explain available options/processes – Advise of benefits ie.Mobility options</li> <li>● Respond to Customer's needs</li> <li>● Take ownership of customer and be responsible</li> </ul>
<b>Confirmation</b>	
<b>Confirm understanding</b>	<ul style="list-style-type: none"> <li>● Advise and clarify the benefits – walk through the repair process</li> <li>● Confirm process for taxi/hire car – Clarity of entitlements</li> <li>● Ensure and confirm Customers have a thorough understanding of process.</li> </ul>
<b>Information</b>	
<b>Inspection</b>	<ul style="list-style-type: none"> <li>● Advise and clarify the next steps for the customer</li> <li>● Ensure a consistent message to the customer</li> <li>● Advise and clarify outcome of assessment – including pre existing damage</li> <li>● Advise and clarify the process/options for excess payment if applicable</li> <li>● Provide estimated start/completion dates for repairs</li> </ul>
<b>Finalisation</b>	
<b>Contact &amp; finalisation</b>	<ul style="list-style-type: none"> <li>● Proactive contact with customer – keep updated on repair progress Update and advise customer of repair completion date</li> <li>● Contact customer to advise vehicle ready when repairs completed Provide options for collection convenient to customer</li> <li>● Confirm and reiterate any applicable Excess payment due upon collection</li> </ul>
<b>Summarise</b>	
<b>Recap and thank you</b>	<ul style="list-style-type: none"> <li>● Confirm outcomes of the Interaction with the customer</li> <li>● Reinforce the benefits of any choices or decisions made by the customer Provide relevant contact details and business operating hours</li> <li>● Offer of any further assistance and thank customer for choosing you</li> </ul>

## Customer Experience Survey – (Copy)

Claim Number  Insured's Name   
Registration  Repairer   
Date

**Can you confirm that you have recently had your vehicle repaired as part of a claim?**  NO  YES

1. We would like to get your views on (REPAIRER), who repaired your (VEHICLE). Taking everything into consideration about your recent experience with (REPAIRER), how likely would you be to recommend (BRAND) to family, friends and colleagues on a scale of 0 to 10 where 0 is not likely and 10 is extremely likely to recommend?

0  1  2  3  4  5  6  7  8  9  10

2. What is your main reason for giving (BRAND) a score of XX out of 10? Please be specific so we can understand what we do well or what we need to do to improve.

3. Overall, how easy did you find the repair process with (brand)?

0  1  2  3  4  5  6  7  8  9  10

4. Taking everything into consideration about your recent experience with (repairer), how would you rate them on a scale of 0 to 10 where 0 is extremely poor and 10 is excellent?

0  1  2  3  4  5  6  7  8  9  10

### Still thinking about (repairer), how would you rate them on the following aspects?

5. \*Providing high quality repairs first time?

0  1  2  3  4  5  6  7  8  9  10

6. Being flexible to your needs?

0  1  2  3  4  5  6  7  8  9  10

7. Providing an efficient service?

0  1  2  3  4  5  6  7  8  9  10

8. \*Living up to promises in regarding to timing?

0  1  2  3  4  5  6  7  8  9  10

9. Fully assisting and guiding you?

0  1  2  3  4  5  6  7  8  9  10

10. Being professional at all times?

0  1  2  3  4  5  6  7  8  9  10

11. \*Keeping you informed of the progress of your repair?

0  1  2  3  4  5  6  7  8  9  10

Notes:



### 3.2a Customer Service Coach - Roles and Responsibilities

The Partner Repairer Customer Service Coach (CSC) is a specialised role dedicated to focusing on business improvement. The responsibility of the Customer Service Coach is to improve and maintain IAG’s customer position through real time coaching and mentoring of the Partner Repairer in the field or in the office. IAG may utilise the CSC when necessary to assist Partner Repairers in identifying and addressing customer service related issues.

The Partner Customer Service Coach will observe interaction between the staff member and customer to ensure the Partner Repairer/Staff have a thorough understanding of and alignment to our Customer Service Behaviours and Compliance Framework. CSC’s will provide insights, results and feedback to the Relationship Manager to ensure that Partner Repairers drive continuous improvement in customer service results. Observations will identify those areas generating a low score.

All new staff employed by our Partner Repairer’s will be on-boarded and may receive our training and coaching service. This will assist repairers in achieving and adhering to the Customer Service Standards.

The roles & responsibilities of the Partner Repairer Customer Service Coach are:

Responsibilities	Actions
<b>Observe Customer Interaction</b>	<ul style="list-style-type: none"> <li>● Complete observations on Repairers delivering customer service to customers either in the field or over the telephone.</li> <li>● Provide proactive, constructive and immediate feedback to improve customer service – Coaching and Continuous Improvement</li> <li>● Follow up to ensure improvement in results.</li> <li>● Record results in order to inform Relationship Managers and develop action plans for individual staff members.</li> </ul>
<b>New Partner Repairer Staff</b>	<ul style="list-style-type: none"> <li>● Provide training to new staff of Repairers and provide a brief on our approaches to customer service, coaching, customer service principles and our expectations.</li> <li>● Stakeholder Management</li> <li>● Lead drivers of customer centric change.</li> </ul>
<b>Monthly Reviews</b>	<ul style="list-style-type: none"> <li>● Assist Relationship Managers to provide qualitative results to improve or manage against expected performance.</li> <li>● Recommend performance management action where appropriate.</li> </ul>
<b>Maintain Information</b>	<ul style="list-style-type: none"> <li>● Using results, trends or other analysis, identifies issues and escalates for resolution.</li> <li>● Identifies insights, provides trends and identifies systemic issues with reviews conducted of suppliers and escalates with recommendations for resolution.</li> </ul>

The Partner Repairer’s customer performance is measured against observation of the Partner’s staff interacting with our customers at the beginning and through a customer’s claim and the trends received from that experience. The output from the Partner Customer Service Coach is Coaching and Observation **ONLY**.

**Note:** It is NOT the role of the Customer Service Coach (CSC) to performance manage Partner Repairers.

The Relationship Manager (RM) is wholly responsible for the management of the Partner Repairer. This includes measuring and improving the customer service, assessment, cost outcomes and repair quality provided by a repairer.

The RM’s aim is to improve performance by collaborating with the CSC functions, introduce and monitor action plans, conduct formal performance reviews and provide ongoing strategic support to the supplier.

Partner Repairers should contact their local Relationship Manager (RM) for on-boarding requests of any new administration/customer contact staff.

## 3.2b Customer Service Observations

The *Partner Repairer Customer Service Observation form* (Pg 23/24) is utilised by the Customer Service Coach (CSC) to provide results to the Relationship Manager (RM).

Each individual Service Requirement observation is aligned to IAG's Customer Service Standard (KPI) and is marked either Unsatisfactory or Satisfactory and awarded a point accordingly.

The Customer Service Coach will provide a balance between Behavioural Reinforcement and Constructive Feedback following each coaching session.

The RM will discuss the outcomes or action required with the Partner Repairer and accordingly is also responsible for any performance management action required.

### Customer Observation Matrix

Score (%)	Performance rating	Result	Service standard
0 - 61	Not Met	Not Achieving Minimum Requirements	Significant areas of development/intervention
62 - 73	Not Met	Partially Achieving Minimum Requirements	Some areas of development required
74 - 85	Met	Achieving Minimum Requirements	Acceptable Service
86 - 93	Met	Partially Exceeding Minimum Requirements	Acceptable Service with some Exceptional elements
94+	Exceeded	Exceeding Minimum Requirements	Exceptional customer

### Scoring Methodology

The matrix above works in conjunction with the ratings that a repairer's staff member achieves for each interaction throughout the Customer Service Observation evaluation form (Pg 22).

During observation, each question in the Partner Repairer Service Observation and Review is assigned one (1) point For Satisfactory Performance and zero (0) points for Unsatisfactory Performance to contribute to the total maximum Score of 100.

The repairer's staff member's total score achieved will determine the resulting % score and relative service standard category for the Partner Repairer.

To achieve compliance the repairer's customer service staff need to be sitting in Achieving Minimum Requirements category to comply. If a staff member receives a **Not Achieving Minimum Requirements** due to Customer Service Standards not being met, an Action Plan will be developed collaboratively by the Partner Repairer and Relationship Manager from feedback received from the Customer Service Coach.

- The overall results of the observations are scored either as **Unsatisfactory Performance** or **Expected Performance** to the service standard for each observation: (See attached table below)

Score	Standard
<b>Unsatisfactory Performance</b>	No, the expected level of customer service, empathy or content was not displayed or was poorly delivered.
<b>Expected Performance</b>	Yes, the expected level of customer service, empathy or content was met and was convincing

## Partner Repairer Customer Service Observation

Repairer Name

Claim Number

Staff Member Name

Date

Reviewed By

IAG Customer Service Standard (KPI)	Service Requirements	Unsatisfactory	Satisfactory	Not Applicable	PTS
<b>Repairer's Premises</b>	Is signage visible for the customer to identify the premises from the street? (Council permitting)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
	Is there off street parking available?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
	Is the exterior area(s) of the property clean and tidy?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
	Is the reception area easy to locate?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
	Is the interior of the reception area clean and tidy?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
	Are the rest room facilities clean and tidy?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
<b>Caring (Professional)</b>	Reviews Claim/RepX details and is prepared for customer interaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
	Ensure has all of the correct equipment to carry out inspection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
	Dress & Bearing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
	Phone/Personal Etiquette	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
	Thanks customer for their time and for choosing them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
<b>Build Strong Relationships</b>	Friendly Professional greeting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
	Display Identity/Name Tag if provided by employer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
	Provided Business Card/SMS/Contact details	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
	Outline the reason for the inspection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
	Explain reasons and ask permission to take photographs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
	Understands customer expectations – adapts to needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
	Built Rapport/Engaging	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
	Body language and/or tone is friendly and professional throughout the process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
	Courteous, Empathetic and Understanding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
	Actively Listens – Confirm, Acknowledge, Paraphrase and encourage through the process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>

IAG Customer Service Standard (KPI)	Service Requirements	Unsatisfactory	Satisfactory	Not Applicable	PTS
Helpfulness (Proactive)	Confirm with insured claims Circumstances (what occurred)	●	●	●	□
	Request customer show you the damaged area	●	●	●	□
	Identify Safety Hazards or Risks to Customer, Property and Community	●	●	●	□
Clarity	Asks clarifying questions – conducts thorough assessment and spends sufficient time	●	●	●	□
	Takes photographs of the damaged area and completes vehicle mark-up sheet	●	●	●	□
	Ensure no other areas are damaged that insured may not of seen by either ask the question and/or visual inspection	●	●	●	□
Low Customer Effort	Confirm any process for taxi/hire car	●	●	●	□
	If Covered explain the scope of works and method of repair (Method of repair is explained)	●	●	●	□
	If Estimate over authority threshold, explains process.	●	●	●	□
	If covered, clearly explains the process, warranty and benefits	●	●	●	□
	If covered explain excess collection process.	●	●	●	□
	If an Exclusive Partner, advised insured/member that repairs can proceed immediately or if an inspection is required	●	●	●	□
	Provide timeframes for commencing and completing repairs/supplying items	●	●	●	□
	Contact Customer to advise vehicle ready when repairs completed and providing options for collection convenient to the Customer	●	●	●	□
	Customer provided flexible supply options that matches their needs	●	●	●	□
Taking Responsibility (Honest Conversations)	If not covered or part of claim not covered explained to insured reason why using photos taken if needed.	●	●	●	□
	Advise who will be in contact if claim is not accepted	●	●	●	□
	Check for customer understanding and if had any other questions about Scope or Process	●	●	●	□
	Has done everything to help the customer	●	●	●	□
Unconditional Responsibility	Has shown ownership of issues for customer beyond assessment	●	●	●	□
	Represents IAG brand as a team player	●	●	●	□
Sense of Urgency	Documents and Scope of Works are documented to support the business	●	●	●	□
	Thinks on own feet and makes decisions	●	●	●	□
	Respects customers time and matches to their sense of urgency	●	●	●	□





## Frequency of Observations

The Traffic Light principle below will be applied as a guide to determine the number of customer service observations and reviews to be conducted as a result of the observation score that is generated.

**NOTE:** All staff members dealing with customers will have a minimum of two (2) Customer Service Observations completed each month.

The Score will determine whether the repairer/staff member sits in the Green, Yellow or Red categories and how many observations the Customer Service Coach will need to conduct for the following month.

Number to be conducted each month as follows:



**Not Achieving Minimum Requirements & Partially Achieving Minimum Requirements**

**Achieving Minimum Requirements & Partially Exceeding Minimum Requirements**

**Exceeding Minimum Requirements**

If the Customer Service Coach believes additional observations are required, then this will be at their discretion and will advise the Relationship Manager (RM) accordingly.

## 3.2c Partner Repairer Staff Coaching – Partner Repairer Responsibilities

The main function of the Customer Service Coach (CSC) role is to support the Partner Repairer Network with provision of feedback around customer service observations in conjunction with the Partner Repairer Behaviours and Capabilities Framework.

The CSC will assist the Partner Repairer to focus on completing monthly coaching discussions with their staff and assisting them through this cultural change.

The % score generated will be used primarily to determine the repairer's position in the Customer Observation Matrix; however it is recommended that the repairer advises the relevant staff member where they are sitting in the category. ie.

- Only just within the category and bordering on category below
- Middle of category or bordering on next category above etc.

Partner Repairers will commit to business improvement and monthly staff coaching covering off on:

- Partner Repairer Behaviours and Capability Framework
- PPU Results – Compliance to Service Level Schedule
- Use of nationally consistent Partner Repairer scripting guidelines – refer Partner Scripting Guides
- Customer Service Coach Observations and Reviews
- Action Plans – Implementation and Review
- Performance Management – Process

This will be achieved through:

- Consistent quality coaching with meaningful conversations
- Providing an accurate measure of performance and gap/needs analysis.
- Staff being able to identify their strengths and opportunities
- The number of observations required to be matched to competency and at the discretion of the Customer Service Coach

## 3.3 Customer Service (Mandatory – All Partner Repairers)

### Customer Service Behaviours and Compliance Framework

There is a need for consistent scripting guidelines for customer contact which include customer objection handling throughout the repair process. The areas of opportunity in the service level schedule are designed to promote continuous improvement and consistent communications.

As stated in the Partner Repairer Agreement, the attached Service Levels Schedule is important to help ensure customer service and efficiency in dealings between IAG and our Partner Repairers.

If at any time you do not meet an agreed service level you will need to take effective steps to ensure that it will be met at all times in the future. A repairer's genuine and effective commitment to meeting service levels may be taken into account in determining whether they remain in our network.

### Service Level Schedule

Title	Customer Service Levels
<b>A. Initial customer contact</b>	You must contact the customer within 4 business hours by phone for all customers that have been allocated to you.
<b>B. Providing quote</b>	You must provide us with a quote within 48 hours of the vehicle first arriving at your Premises or once the quote is finalised for claims that meet the fast track criteria.
<b>C. Invoicing</b>	You must invoice us within 14 days of finishing the repair work with no exceptions
<b>D. You must inform the customer at time of inspection</b>	You must provide the following information to the customer at the time of initial inspection: <ul style="list-style-type: none"><li>● The nature of the required repairs and the fast track process</li><li>● A rough indication of potential duration of repairs (if you cannot provide this at this point, you must tell the customer when you will be able to)</li><li>● When repairs could start, and book in for repairs if required</li><li>● The next steps involved in the repair management</li><li>● Refer any insurance enquires back to NRMA Insurance</li></ul>
<b>E. Confirming repair duration with customer</b>	Once you have had the opportunity to check all damages and confirm availability of parts you must contact the customer within 1 business day of repair commencement to confirm the repair start date and completion date.
<b>F. Provide progress updates</b>	You must contact the customer at least once every 3 business days and provide them with a report on: <ul style="list-style-type: none"><li>● Any delays in starting repairs</li><li>● The progress of repair work</li><li>● Whether the vehicle is still expected to be ready by the completion date previously advised to the customer.</li></ul>
<b>G. Confirm repairs complete</b>	You must advise the customer as soon as repair work is complete and arrange for delivery or collection.



The following Partner Repairer Scripting Guides provide a guide in handling interactions throughout the repair process from the initial customer contact through to delivery/pick up by the customer when repairs are completed.

The script examples will assist in promoting a professional image to the customer and consistency in the partner repairer network.

#### Partner Repairer Scripting Guides – Initial Customer Contact

Communication Action	Why	Examples
<b>Introduce &amp; Validate</b>	Start the relationship & increases certainty for customer	This is John from Partner Smash Repairs at Sydney. I am ringing you in relation to the motor claim you have lodged with NRMA Insurance.
<b>Thank</b>	Recognise customer value	Firstly, thank you for selecting our repair business. Having an accident is never easy I hope we can make this as simple as possible for you.
<b>Confirm</b>	Validate and personalise information that is available – if there is a booking Or if there is no booking	I understand you will be bringing in your vehicle in for an inspection next Wednesday morning at 10.00 AM.  or  NRMA Insurance has sent me the details of your damaged vehicle, can I assist you now with booking an inspection?
<b>Ask</b>	Satisfy any unanswered questions and give further clarity if needed	Is there anything else you would like to know or I can help you with?
<b>Close</b>	Reconfirm booking time and date, and location. Give directions if needed.	We are looking forward to meeting you next Wednesday, you have our number from NRMA Insurance; please don't hesitate to call if you have any other questions.  Can I check you know where we are?

**Partner Repairer Scripting Guides – Vehicle Inspection**

Communication action	Why	Examples
<b>Inspection</b>	To create customer confidence and to address the customer’s needs	Greet the insured and welcome them to you repair facility and explain the inspection process. Ask them to complete the vehicle check list and mark the damage Advise them of a time frame for the inspection and offer them a seat in the office or they may wish to attend the inspection with the estimator.
<b>Waiting</b>	Provide the customer with an option	Ask the customer if they would like to a seat and offer tea/coffee etc. Or they may like to attend the inspection with the estimator
<b>Confirm</b>	Establish the customer requirements	Explain the repair progress to the insured and the fast track assessing progress i.e. As a Partner Repairer I have the authority to commence repairs at our next available repair booking. Advise the customer of the date and confirm this date is suitable, you may need to offer the customer a priority booking if you sense the customer may require a priority repair
<b>Explain Benefits</b>	Reconfirm the lodgement offering	Explain the customer benefit to the insured when you return for repairs we can arrange a taxi to a place of your destination to the value of \$50 and a return to the same value
<b>Close</b>	Reconfirm booking time	Here is your booking date, would you like for our customer service staff to call you, thank the customer and provide our details if they have any questions (pre-book taxi and hire vehicles where possible)

**Partner Repairer Scripting Guides – Dropping Vehicle Off for Repairs**

Communication action	Why	Examples
<b>Confirmation</b>	Increases certainty for customer	Hello, thank you for dropping your vehicle off and advise the driver of the transport arrangements and the hire car booking (if applicable)
	Communication option	Confirm the estimated completion date and ask the customer how often they would like to keep informed and by what medium (phone, email or text)
		Explain the return taxi process and provide the customer with a return taxi card



**Partner Repairer Scripting Guides – Vehicle Pick Up**

Communication action	Why	Examples
<b>Introduce</b>	Increases certainty for customer	We have completed the repairs and washed and vacuumed your vehicle, please feel free to have a look over your vehicle (explain the repair process)
<b>Thank</b>	Complete Administration tasks	You will need to pay your insurance excess which is \$xxx, how would you like to pay for that? (Thank the customer for their payment)
<b>Confirm</b>	Repair Benefits	The workmanship of all repairs authorised by NRMA Insurance have a lifetime guarantee. If you have any issues please contact us (Provide a business card to the customers)
<b>Follow Up</b>	Added benefit	Hello, we are checking on your repairs, is everything ok and are you happy with the repairs
<b>Close</b>		We are looking forward to meeting you next Wednesday, you have our number from NRMA Insurance; please don't hesitate to call if you have any other questions.  Can I check you know where we are located?

**Partner Repairer Scripting Guides - Possible Non Claims Related Damage**

Communication action	Why	Examples
<b>Provide information and Options</b>		Ask the customer how the damage occurred if the damage does not look consistent to incident description (confirm the accident damage as listed in RepX)
		Advise the customer as per their insurance policy (PDS) they are entitled to have the accident damage repaired and not the additional damage
		(Advise the customer of their options) would you like a private quote on the damage or/ you may be entitled to lodge an additional I claim for the other damage. Alternatively the customer may wish to have a Motor Assessor inspect the damage to make a determination
		If the customer elects to have an assessor inspect the vehicle please advise the customer that they may be a delay in the fast track process, Inform the customer the Motor Assessor will be in contact within 24 hours

## 3.4 Partner Repairer National Branding Policy (Mandatory – All Partner Repairers)

### Reasons for this Policy

Repairers are increasingly looking to use our brands to enhance the reputation and credibility of their own businesses and to promote themselves to potential new customers. Permitting repairers with whom we have a significant commercial, long-term relationship to use our name and brand as a marketing and promotional tool can be mutually beneficial for our business and the repairer.

To maintain the integrity and value of our brands we require a strict, clear and consistent national policy which regulates how our logos and other brand collateral are used by repairers in any business, marketing or media context.

The National Smash Repairer Brand & Marketing Policy (2012) sets out exactly who can use our brand and how and where they can use it. Adherence to this policy will be closely monitored and all categories of repairers audited on a regular basis by us to quickly identify any breaches of this policy to help ensure that the brand and marketing privileges given to our Partner Repairers are not compromised. All decisions made regarding marketing/brand privileges for repairers, including requests for exceptions to the policy, must be approved by the IAG Head of Supply Chain, or his/her nominated alternative, in conjunction with Marketing.

### Benefits by Repairer Category

Non-Partner repairers receive no signage, branding or marketing benefits. There are no exemptions from this policy under any circumstances

Partner Repairers are permitted to:

- Use the words “[repairer name] at [location] is a “(State Brand) Partner Repairer” on their smash repair business website
- Establish, and refer to, links on their own smash repair business website to the state specific retail websites
- Refer in writing and/or verbally to their state specific Partner Repairer status when talking to the media and in business/trade forums

### Advertising by Partner Repairers

Partner Repairers are not permitted to advertise market, promote or refer to their shops (print/radio/television/on-line) as “Partner Repair” shops using the state specific brand name and/or logos in any media, marketing or on-line advertising capacity.

Print advertising includes, but is not limited to, brochures, mail-outs, newspaper advertisements and public directories such as the Yellow Pages.

Any exemptions to this policy must be approved in writing by the Head of Supply Chain or his/her nominated alternative and in consultation and agreement with the relevant Brand Marketing authority/manager.

### Use of Logos by Partner Repairers

The relevant state logos are not to be used by Partner Repairers for any purpose. (Excludes one external supplied external sign).

Any exemptions to this policy must be approved in writing by the Head of Supply Chain, or his/her nominated alternative, and in consultation and agreement with the relevant Brand Marketing authority/manager or Marketing Communications Consultant depending on relevant state.

### Use of Signage by Partner Repairers

Partner Repairers automatically receive one standard externally-mounted building sign which recognises them as a Partner Repairer specific to the relevant state. No other branded signage will be supplied or permitted on Partner Repairer sites without written permission from the Head of Supply Chain, or his/her nominated alternative, and in consultation and agreement with the relevant Brand Marketing authority/manager. The use of our signage is restricted to the specific repair shop which has a Partner

relationship with IAG eg. If the repairer owns more than one repair shop additional signage is limited to the shop which was awarded Partner status.

### **Non-Permissible Use of Brands/Logos**

Under no circumstances can our brand/logos be used for:

- The promotion/marketing/advertising of any repairer's associated business interests, sponsorships/affiliations which do not relate to the repairer's commercial relationship with us.
- Inappropriate or non-business postings on the Internet or via social media such as email, YouTube, Facebook and Twitter.
- Any purpose which may be deemed misleading or deceptive to consumers or damaging or potentially damaging to the reputation of the brand(s).
- Making any claims or statements which are inconsistent or contrary to the nature and intent of our commercial arrangements or disclose in any way the content and details of those arrangements which are commercial-in-confidence.
- Advertising a smash repair business in the Yellow Pages.

### **Protocols for Reviewing and Approving Brand & Marketing Requests**

Logo "lock-ups", which are essentially templates, will be supplied to all Partner repairers to ensure business cards, stationery and other agreed marketing tools etc are consistent in design across the network. These lock-ups will be provided by us from Marketing.

All artwork/materials relating to any Partner Repairer brand/marketing requests must be submitted to the IAG Supply Chain Design Manager in the first instance.

This artwork will then need to be approved by the relative Brand Manager or the Senior Marketing Communications Consultant depending on the applicable state.

### **Questions or Requests Regarding This Policy**

Any questions or requests regarding this policy should be directed to your local Relationship Manager.



## 3.5 Work Health and Safety (Mandatory – All Partner Repairers)

As a work provider IAG is responsible for meeting Work Health and Safety duty of care requirements for employees and/or contractors conducting work exclusively for the organisation. This includes ALL Exclusive Partner Repairers.

It is also the responsibility of contractors employed by organisations they conduct work for to demonstrate health and safety management capabilities prior to them commencing work. This can be via the use of independent and specialist external providers or documented internal processes/systems showing conformance.

IAG researched various companies and their product and their ability in providing a transparent and easy to manage service which would best suit IAG and its employees and/or contractors. This process identified CM3 as the most suitable product in the marketplace.

CM3 provides the functionality to access documents, assessments, view historic archives and assists repairers in obtaining and maintaining OHS/WHS qualification. This ensures contractors that we engage have processes to safely conduct work, have management systems in place and capabilities to better manage their health and safety requirements.

Further information can be sourced at <https://www.cm3.com.au>

**NOTE: CM3 compliance is a Mandatory Requirement for Exclusive Partner Repairers.**

The following is intended as a guide only and provides an overview of some basic requirements applicable to General Safety & Training in a workshop environment. Responsibility for work health and safety compliance rests with the Repairer.

### 3.5.1. General Health and Safety Induction

All employees and contractors must receive a general health and safety induction within the first week of becoming an employee with sign-off on completion. Validation is to be provided upon request.

The induction training should cover both W HS requirements and awareness of workshop safety risks and outlines any additional training required.

### 3.5.2. Visitors Induction

All visitors shall receive the relevant local safety induction for the location visited. The business/workshop manager will determine the appropriate induction requirement.

### 3.5.3. Personal Protective Equipment (PPE)

All persons using PPE shall be briefed in its use, including storage and housekeeping arrangements.

### 3.5.4. Evacuation Warden Training

All evacuation wardens shall be trained in Fire and Emergency Procedures.

### 3.5.5. First Aid Training

All first-aid officers shall hold a current “Senior First Aid” certificate obtained on completion of a Work Cover approved first aid course.

**Note:** Senior First Aid certificates are generally valid for three years and contain an expiry date.

To maintain currency, first aid officers must be re-certified after the successful completion of a revision course. Re-certification must take place prior to the expiry of the three-year period otherwise a complete course will need to be undertaken.

### 3.5.6. Automated External Defibrillators (AED)

Any premises equipped with Automated External Defibrillators (AED) must ensure that persons can safely apply and operate an automated external defibrillator until the arrival of medical assistance .

All persons required to use the AEDs must have attended and successfully completed a formally recognised course and hold a current valid certificate.

### 3.5.7. Safety Auditors

All persons performing safety audits shall be trained and certified accordingly.





### 3.5.8. Strategic Risk and Safety Leadership Training

All managers with significant safety accountability should attend an approved strategic risk and safety leadership training course. These courses are based on proven principles of safety management and providing participants with the fundamental concepts, techniques and applications for a practical, proactive approach to managing safety and controlling losses and aims at providing the attendees with skills to understand the activities that have proven effective in managing workplace safety, apply concepts and tools to implement a safety management system and manage risk through effective safety management systems.

### 3.5.9. Repairer Incident Response – Incident Assessment (Optional)

The Risk Identification and Incident Assessment matrixes are designed to assist each party to identify, categorise and respond to incidents while dealing with our customers. The following can be used by all Partner Repairer staff to ascertain various situational risks and to provide a point of escalation or situational responses as required.

The matrixes below:

- Breaks down risks into 2 simple categories and rates the risks in order of seriousness (there are 4 levels) in an easy to read format.
- Provides the repairer with a suggested response for each risk level.
- Provides examples for each situational risk.
- Is not to replace any current supplier dispute resolution process.

This process can be used in conjunction with the repairer’s internal processes for managing risk.

#### Repairer Risk Identification Matrix

Situational Risk Level	← Serious Incidents →			
	Level 1	Level 2	Level 3	Level 4
<b>A) Phone/ in writing (eg. text message, e-mail, letter, social networking sites )</b>	<b>Non-Specific threat made to individual</b> Example Yelling or inappropriate language	<b>Specific threat made to individual re employment or provider status</b> Example 1: “I’m going to make sure you lose your job” Example 2: “I’m going to contact my insurer and ensure you lose your status”	<b>General threat made to/about individual</b> Example 1: “Watch your back” Example 2: “[individual] has a reputation across the industry. They’d better watch their back”	<b>A Threat made against an individual’s personal situation, a threat made to an individual where the means of carrying out the threat are established or a threat made against the repairer or insurer</b> Example 1: “I have a weapon so you had better watch your back” Example 2: “I know where you live so you had better sleep with one eye open” Example 3: Bomb threat made towards the repairer or a specific IAG site
<b>B) In person (onsite or offsite )</b>	<b>Non-specific treat made to individual</b> Examples: As Above	<b>Specific threat made to individual re employment or provider status</b> Examples: As above	<b>General threat made to/about individual or physical intimidation</b> Example 1 and 2: As above Example 3: Standing over an individual & or insurer’s representative Examples 4: Refusing to leave repairer’s premises until seen by a specific individual or insurer’s representative	<b>Physical assault or physical damage</b> Example 1,2 and 3: As above Example 4: Snatching piece of paper from an individual Example 5: Touching an individual (including pushing and striking). Example 6: Physically damaging the repairer’s premises / equipment Example 7: Physically damaging the insurer’s representative’s Vehicle

#### Repairer Incident Assessment Matrix – Situational Response (Repairer)

Situational Response	Response 1	Response 2	Response 3	Response 4
<b>D) Repairer</b>	Notify local Relationship Manager or Senior Assessor immediately (by phone or face-to-face)		<ul style="list-style-type: none"> <li>■ Consider contacting local Police station to report incident</li> <li>■ Notify local Relationship Manager or Senior Assessor immediately (by phone or face-to face)</li> </ul>	<ul style="list-style-type: none"> <li>■ Consider contacting local Police station to report incident</li> <li>■ Notify local Relationship Manager or Senior Assessor immediately (by phone or face-to- face)</li> <li>■ Provide assistance in any security assessment we may undertake (if required)</li> </ul>
<b>Insurer’s Response</b>	Following notification, insurer(s) will adhere to internal processes and advise the repairer of any outcomes or actions within reasonable period, based on the merit of each situation.			

The following scenarios are examples that may be experienced by repairers during the operation of their businesses and the suggested course of action.

### **Scenario 1 – Non-Specific Threat Made To Individual**

During the inspection booking at the supplier's premises, the client becomes agitated due to the discussion associated with damage unrelated to the incident being claimed and begins to yell at the employee of the repairer and is using inappropriate language.

**REPAIRER** (Possible Course of Action):

- Attempts to resolve client's concerns.
- Follows the repairer's dispute resolution process (if any) and advises the client that their behaviour will not be tolerated and that they will be asked to leave if they continue to speak in that manner.
- Repairer categorises issue using the matrix (in this scenario, the risk is categorised as B1).
- In accordance with the matrix, repairer contacts local RM or Senior Assessor immediately to advise of the situation.

**INSURER:** Refer to Internal Incident Response Matrix and action accordingly. Some actions may include;

- Discuss situation with client to attempt to resolve customer issue if not already resolved.
- Complete Incident report as required.
- Enter issue into CED.

### **Scenario 2 – Specific Threat Made Against Repairer or Insurers Premises**

Received notification of a Bomb Treat via phone made towards Repairer's premises from a client that was not happy with the method used to carry out repairs to their vehicle.

**REPAIRER** (Possible Course of Action):

- Repairer categorises issue using the matrix. (In this scenario risk is categorised as A4) in accordance with the matrix:
- Repairer contacts local RM or Senior Assessor immediately to advise of the situation.
- Repairer may contact local police station to report incident.
- Repairer must provide the Insurer with reasonable assistance

**INSURER:** Refer to Internal Incident Response Matrix and action accordingly. Some actions may include;

- Notify IAG Security of Incident.
- Cooperate with IAG Security and police as required.
- Consider the need for external investigator to provide factual report.
- Complete Incident report as required.
- Enter issue into CED.



## 3.6 Environmental Standards (Mandatory – All Partner Repairers)

The *Protection of the Environment Operations Act* provides guidance to businesses regarding environmental legislation covering water, land, air and noise pollution and waste management.

Breaking environmental laws including unintended environmental damage can result in serious penalties and/or prosecution. Businesses need to minimise the risk of an environmental incident by implementing precautionary measures and instigating controls/processes to reduce or mitigate the likelihood of an incident occurring.

To manage the risk to your business and to the environment, everyone involved in your business, i.e. owners, managers, supervisors, operators, contractors and sub-contractors must understand the environmental management requirements of your business.

A comprehensive approach to addressing regulatory requirements and other environmental management opportunities includes:

- Assessing your business to understand actual and potential environmental impacts and risks.
- Knowing your business obligations.
- Developing a plan that incorporates environmental management.
- Undertaking staff training and supervision; and
- Engaging independent advice and auditing.

Smash repairers are realising the financial and long term production benefits of sound environmental performance through the implementation of an Environmental Management Plan (EMP).

An EMP helps to manage compliance risks and build a more sustainable business by identifying and responding to environmental risks and impacts. Sound environmental management goes beyond meeting regulatory obligations and looks for further improvements to benefit the business.

Building environmental management into business-as-usual will shift business culture and result in positive business changes which can save money and improve production efficiencies. Identifying and reducing environmental impacts along the entire life cycle of a product/service will help conserve resources (raw materials, energy and water), substitute the use of toxic raw materials and reduce the quantity and toxicity of emissions and wastes.

It is a requirement for all Partner Repairers to understand their environmental obligations and implement appropriate management controls. It is recommended that recognised external or independent resources be used to assist in implementing business relevant environmental management actions and programs eg. EcoSmash or an equivalent or similar accredited program.

EcoSmash is the most comprehensive environmental management support program for the smash repair industry in Australia and can be accessed via the following link;

<http://www.ecosmash.com.au/>

## 3.6a EcoSmash

EcoSmash is an interactive online environmental management program and accreditation for smash repairers. It is a simple and intuitive resource suitable for any smash repairer to benchmark and improve their environmental performance.

EcoSmash is a journey of continual improvement which helps smash repairers:

1. Better understand business environmental performance.
2. Reduce the risk of environmental fines and prosecution.
3. Save money through simple solutions such as reducing energy and water consumption and less waste disposal
4. Create a point of difference from local competitors; and
5. Attract and retain staff through a healthier work environment.

EcoSmash is designed to assist any smash repairer to meet a minimum standard in environmental management or go beyond to achieve best practice. There are two levels of accreditation:

### 1. EcoSmash Essential

EcoSmash Essential is the basic level of accreditation and recognises smash repairers that are implementing sound environmental management practices and meeting environmental responsibilities.

### 2. EcoSmash Platinum

This is the minimum requirement for Exclusive Repairers and to be obtained within 12 months of the signing of the Agreement and mandatory for Exclusive Repairers.

EcoSmash Platinum is the premium accreditation and is awarded to smash repairers implementing best practice environmental management systems. It provides recognition to those businesses going the extra mile.

## EcoSmash Overview

EcoSmash has three components:

### 1. Self-Assessment

This is the start. The Self-Assessment is an online checklist to assess your current environmental performance via a simple “yes”, “no” or “not sure” response. The Self-Assessment saves your information as you go and allows you to upload business documents and related information.

ALL questions must be answered to generate your final Self-Assessment report.

### 2. Self-Assessment Report

The Self-Assessment report is specific to your business and is created automatically when you complete the Self-Assessment. Your Self-Assessment report will show where you stand in terms of achieving EcoSmash Essential and EcoSmash Platinum.

A key feature of your personalised Self-Assessment report is the direct links to suitable tools and resources in the EcoSmash Toolkit. These resources have been specifically selected to assist you based on how you responded to the Self-Assessment.

### 3. Toolkit

The EcoSmash Toolkit contains a range of factsheets, templates and links relevant to smash repairers under the ten EcoSmash topics:

- |                         |                                 |
|-------------------------|---------------------------------|
| 1. Air                  | 6. Water                        |
| 2. Energy               | 7. Incident and risk Management |
| 3. Noise                | 8. Responsibility and Authority |
| 4. Storage and Handling | 9. Policy                       |
| 5. Waste                | 10. Planning                    |

There are a number of steps required to complete the EcoSmash Self-Assessment and achieve accreditation all of which are clearly explained in the EcoSmash website.



## Creating an Environmental Management System

Each question in the EcoSmash Self-Assessment provides you with the option to “Attach Evidence”. This functionality allows you to upload any documents, photos or other information relevant to each question.

There are a number of benefits in using the “Attach Evidence” function:

1. It is a good way to start collating information and documents to create your own environmental management system.
2. It will help you keep track of your company responses and to pass on knowledge to other employees, particularly if your nominated EcoSmash representative should change; and
3. It will help you supply evidence to an EcoSmash approved auditor.

When you complete the Self-Assessment you will be given the option to download the Self-Assessment and supporting information into one location as selected by you.

## EcoSmash Accreditation and Recognition

By completing EcoSmash you have the option to acquire EcoSmash accreditation and recognition. Accreditation is the only cost incurred when using EcoSmash as it requires an independent audit to be conducted by an EcoSmash approved auditor. Auditors are engaged directly by individual smash repairers at an agreed maximum fee.

Accreditation is awarded for 2 years and re-accreditation is necessary to maintain your EcoSmash status. Take the following simple steps to obtain EcoSmash accreditation:

- Ensure you have achieved 100% for EcoSmash Essential and/or 80%+ for EcoSmash Platinum accreditation (note: you cannot achieve EcoSmash Platinum accreditation without completing EcoSmash Essential).
- Arrange for an audit by an approved EcoSmash auditor.
- Work with the auditor to demonstrate you meet the required criteria.
- Submit your audited report to EcoSmash online.
- Await EcoSmash confirmation of your accreditation; and
- Receive your recognition pack and promote your achievements.

## Important Information

EcoSmash does not offer legal advice for smash repairers. The EcoSmash Toolkit does include brief introductions to some of the commonwealth and state legislation that apply to smash repairers. These are NOT however complete or comprehensive lists, just a preliminary guide to assist you. It is necessary for repairers to know and understand the environmental laws which apply to their business as failure to comply to environmental laws can carry serious penalties.

There are three levels of legislation and regulation you need to be aware of when operating your business:

- 1. Commonwealth** – Laws made by the Commonwealth government apply to everyone, regardless of the state or territory in which your business operates. The Australian Government generally makes laws on matters which affect the country as a whole, for example currency, postal and telephone services.
- 2. State/Territory** – Laws made by state government apply to the state or territory in which your business operates. State governments can make laws on any issue that the Australian Government cannot. State laws usually cover environmental issues.
- 3. Local Council** – Local governments are established by state and territory governments to look after matters relevant to local communities, such as garbage collections and local planning matters. Local councils do not make laws but have regulations that can be enforced and penalties applied. Local councils are very active in the management of the local environment and in enforcing environmental regulations.

**Please Note:** *In some regions and council areas, regulations may frequently change and also be more stringent than those included in the EcoSmash program.*

*We recommend you check with your local council and relevant authorities to ensure that you meet your business environmental obligations. It is important that you do not rely on EcoSmash as a definitive authority on environmental compliance in Australia.*

## 3.7 Training and Certification (Mandatory – All Partner Repairers)

### 3.7a Advanced Body Repair Skill Set

The following National Advanced Skill sets are managed by Auto Skills Australia under the Australian Quality Training Framework (AQTF) and target Automotive Body Repair and Automotive Refinishing Technicians. This ensures tradespersons have the fundamental requirements to conduct advanced body repair welding and advanced refinishing activities. Although this requirement is mandatory for Exclusive Repairer's tradespersons, ideally all Partner Repairer tradespersons should complete these courses. The following skill sets may also involve licensing, legislative, regulatory or certification requirements.

These competencies from AUR12 Automotive Industry Retail, Service and Repair Training Package meet the needs of automotive body repair technicians required to conduct advanced repairs, welding and refinishing. These units are drawn from the nationally endorsed Training Packages and provide the skills and knowledge required as a Partner Repairer automotive body repair or refinishing technician.

Unit	Competency description	Completed
<b>Advanced Body Repair Skill Set</b>		
AURETH4011	Deactivate and reinitialise power supply in hybrid electric vehicles	<input type="radio"/>
AURVTA3002	Remove and replace supplementary restraint systems	<input type="radio"/>
AURVTN3023	Remove and replace adhesive bonded panels and structures	<input type="radio"/>
<b>Advanced Body Repair Skill Set</b>		
AURVTN3028	Identify and repair high strength steel components	<input type="radio"/>
AURVTN3029	Set up and operate universal measuring systems	<input type="radio"/>
AURVTN3035	Apply original equipment manufacturer (OEM) repair procedures	<input type="radio"/>
<b>Advanced Body Repair Welding Skill Set</b>		
AURTTA3020	Apply heat-induction processes	<input type="radio"/>
AURVTW2003	Carry out gas metal arc welding procedures	<input type="radio"/>
AURVTW2005	Carry out spot welding procedures	<input type="radio"/>
<b>Advanced Vehicle Refinishing Skill Set</b>		
AURETH4011	Deactivate and reinitialise power supply in hybrid electric vehicles	<input type="radio"/>
AURVTN3035	Apply original equipment manufacturer repair procedures	<input type="radio"/>
AURVTP3025	Mix and apply water-based refinishing materials	<input type="radio"/>
AURVTP3018	Carry out paint rectification for multi-layer and pearl using two component systems	<input type="radio"/>
AURVTP3024	Mix and apply clear over-base multi-layer pearl refinishing materials	<input type="radio"/>



## 3.7b Commitment to Professional Development of Staff

### **Enrolment and Participation – ICAR or Equivalent (Optional)**

It is preferable that all staff employed in any Partner Repairer’s facility continue to maintain their knowledge and skills base required to perform complete, proper and safe repairs.

This can be achieved by the business owner or authorised representative providing access or opportunities for staff/professionals in all areas of their collision repair facility to attend post qualification skills enhancement training and education.

Partner Repairers may consult External Collision Repair Industry training providers such as I-CAR, TAFE or other equivalent recognised entities. These professional training providers focus on the development and delivery of suitable technical training programs to meet both current and future technological developments in vehicle design, construction and repair methodology.

To meet our quality, customer service and environmental standards, IAG encourage all Partner Repairers to maintain the knowledge and skills of their tradespeople by providing access to and support the ongoing professional development of their staff.

The technical expertise and information gained from attending this additional training ultimately benefits the repairer, insurer and consumer.

## 3.8 Implementation and Tracking

### 3.8a How Repairers will be monitored.

IAG will measure and analyse Partner Repairer's performance against our standards by collecting data from the repair process, rectifications, quality audits, customer experience surveys or any other relevant medium. The Relationship Manager is responsible for delivering the results from our analysis and work with the Partner Repairer to agree on action plans for improvement and assure compliance with IAG's Partner Repairer National Standards.

### 3.8b How Progress will be monitored.

The Partner Repairer will be monitored on a regular basis to maintain focus and to ensure compliance with the standards is maintained. Where any issues or outstanding matters are identified, these will be captured on an "issues log" and escalated to an IAG representative for appropriate action.

### 3.8c Annual Review

A comprehensive review of this standard will be completed by an IAG representative every twelve months (within a 3 month window of the previous year's review) on Partner Repairer's premises, equipment and systems to monitor compliance with any update or changes regarding legislative requirements.

This will allow the standards to evolve so that both IAG and our Partner Repairers can benefit from improvements in quality, customer service and productivity.

### 3.8d Premises Equipment and Skills – Non Compliance

IAG will invoke the following process where a Partner Repairer does not meet our minimum requirements for premises, equipment or skill level;

#### 1. Initial Inspection Not Met

The following process applies to all Partner Repairers operating under an agreement and for new repairers for on-boarding as potential Partner Repairers.

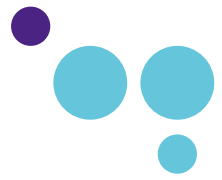
Where minimum requirements are not met, the repairer will be given a reasonable time frame to rectify (currently recommended four (4) weeks in P&E requirements). Where the repairer does not agree, and the repairer has an agreement with us, a written warning notice will be provided indicating the time to comply (four (4) weeks). Where the repairer does not agree and does not have an agreement with us and where the seriousness of non-compliance warrants, such as where minimum or legislative requirements are not met, IAG may manage all subsequent repairs as "cash settlement with no authority".

#### 2. Annual Inspections

An annual review will be conducted on all Partner Repairers. Where a repairer has had a previous inspection and is no longer compliant in any of the mandatory fields, the repairer must rectify the situation within seven (7) days of our review or provide a reasonable explanation for non-compliance that is acceptable to IAG. This period can be extended where repairs or replacement of equipment is being undertaken and IAG agree the delay is outside the control of the repairer. If the repairer does not rectify the issue, a warning letter will be issued to the repairer by the Relationship Manager or authorised representative (depending on status) advising they are in breach of their agreement.

Where non-compliance continues after thirty (30) days of the warning letter being issued, the matter will be referred to the Relationship Manager for escalation within IAG for the issue to be reviewed and an appropriate course of action to be taken.





### **3.8e Adhoc Requests for Updating Equipment, Skills or Presentation of Facility**

Applies to Exclusive Repairers and may also apply to Partner Repairers where “Specialist Repairers” apply. (\*Prestige or heavy structural repairers may also require this inspection). On occasion there may be a need to complete adhoc P&E inspections for compliance to new repair methods (ie a new type of composite method is used in manufacturing, high use of aluminium etc.), or legislative requirements. In these instances, the repairer will be given a reasonable time frame of four (4) weeks to comply with the request or any other timeframe as required by law where legislative requirements are to be met.

Where these requirements are not met, immediate notice to comply is required or cash settlement procedures invoked until compliance is demonstrated (seven (7) days to comply).

Where a new repair method or skill is required, IAG will provide repairers with a minimum thirty (30) (calendar) days written notice of the deficiency and the action required in order to comply. Repairers must comply with our minimum requirements by the due date or request an extension outlining why they are unable to comply with IAG’s requirements. Where IAG agrees the reasons for non-compliance are outside of the Repairer’s control, IAG may agree to an extension.

If a repairer continues to be unable to comply with our requirements without an acceptable reason, IAG will issue the repairer a written notice giving seven (7) days to comply. Where non-compliance continues after the expiration of the seven (7) day period, the matter will be referred to the Relationship Manager for escalation within IAG for the issue to be reviewed and an appropriate course of action to be taken.

## 3.9 Regulatory/Legislative Requirements (Mandatory- All Partner Repairers)

All Partner Repairers are required to comply with relevant State or National Regulatory and Legislative requirements including but not limited to the following: Privacy, Record Keeping, Environmental and Licensing in states where applicable.

### Privacy

In Australia, privacy law relates to the protection of an individuals personal information that identifies a person or could reasonably identify that person.

The *Privacy Act* also contains provisions that deal with:

- Sensitive Information.
- Tax File Numbers.
- Credit Information.
- Health or Medical Information.

### Documentation – Record Keeping Obligations

By Law, the Australian Taxation Office (ATO) requires all businesses to keep certain business records and documents (for tax purposes) in relation to business operations. Penalties may apply for non-compliance.

All Partner Repairers are required to keep financial records for a minimum of five (5) years after they are prepared, obtained or the transactions completed (whichever occurs later).

Records need to be in plain English and allow for ease of access should the ATO ever wish to review these documents. All Partner Repairers are required to keep business records for reporting to the ATO, including those listed below:

#### Records relating to income tax and GST, including:

- Sales records: includes sales invoices or receipts, cash register tapes, credit card statements, bank deposit books and account statements;
- Purchase/expense records: includes tax invoices, receipts, cheque butts, bank account and credit card statements.
- Year-end income tax records: includes motor vehicle expenses, list of debtors and creditors, stock take sheets and depreciation schedules.

#### Records relating to payments to employees, including:

- Tax file number declarations and Worker payment records.
- PAYG payment summaries.
- Superannuation records.
- FBT details.

PAYG withholding records relating to business payments, including:

- Records of amounts withheld from payments where no ABN was quoted.
- Copies of any PAYG withholding voluntary agreements.
- PAYG payment summaries and Annual reports.



## 4.0 Non- Compliance Action Plan

All Partner Repairers must work collaboratively with the Relationship Manager or any other IAG representative to develop an action plan for any outstanding areas of non-compliance identified as a result of the Premises and Equipment Inspection. The action plan is to be clearly documented and actioned by the due date. See attached action plan template.

### Action Plan Template

# ABC Smash

Company Address

Phone: 123456789

Email: abc@example.com

Website: www.abcsmash.com

## REPAIRER STANDARDS ACTION PLAN

Prepared By: \_\_\_\_\_ For the period: \_\_\_\_\_

<b>CATEGORY</b> <i>(List Applicable Section and area of Non-Compliance)</i>	<b>TASKS</b> <i>(What you need to do to comply and achieve compliance)</i>	<b>RESOURCES</b> <i>(What Resources are required for each task)</i>	<b>TIME FRAME</b> <i>(Due date you need to achieve each tasks)</i>

Checked By: \_\_\_\_\_ Approved By: \_\_\_\_\_

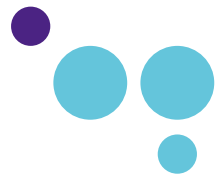


Repairer Name:	<input type="text"/>	Repairer Code:	<input type="text"/>
Repairer Representative:	<input type="text"/>		
Print Name:	<input type="text"/>	Signature:	<input type="text"/>

## Part 2 Repairer Compliance Self-Audit







## Purpose of this document – Part 2

An IAG representative will complete a comprehensive annual review of our Partner Repairer National Standards and an audit on partner repairers premises and systems to monitor ongoing compliance. We will also provide Partner Repairers with any updates or changes regarding our P&E Standards.

This annual review process will allow the standards to evolve so that both IAG and our Partner Repairers can benefit from improvements in quality, customer service and productivity.

This document includes a series of Category questions specific to the repairer relationship that our Relationship Managers will use in measuring a repairers compliance with our standards. The questionnaires cover the following categories:

- Quality Framework
- Premises, Facilities and Equipment
- Customer Management
- Work Health and Safety
- Environmental Standards
- Training and Certification

The repairer is required to complete a self-audit for all applicable categories and identify any areas that he/she may not be compliant. An IAG representative will then complete an independent audit to identify accuracy and in collaboration with the repairer, formulate an action plan to address any areas of non-compliance.

Note: The repairer **must** comply with ALL questions marked as Mandatory and to be marked ‘yes’ in order to give ‘yes’ to the overall compliance to that section. Once **ALL** categories are met, the Relationship Manager will complete a **Statement of Full Compliance** form (see attached) and update the information in the Supplier Management System (SMS). The repairer is then issued with a Certificate of Compliance in acknowledgement that the Partner Repairer National Standards have been achieved.

### Repairer Relationship Self-Audit Question Set

Partner Repairer – Exclusive .....	57
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Partner Repairer – Rural .....	65
Repairer – Non Partner .....	69
Statement of Full Compliance .....	73

# IAG Partner Repairer National Standards Self-Audit

## Business details

Licence number  Date of inspection   
*(required for states with licencing regulations)*

Owner / Director

Main non english language spoken at workshop

Company representative

Average % of repairers work conducted for direct insurance

Workshop capacity (min - max)  Customer seated

Stand alone factory  Yes  No

Building construction – Office  Sheet metal  Timber  Fibro  Cladding  Brick  Other

Building construction – Building  Sheet metal  Timber  Fibro  Cladding  Brick  Other

Building construction – Workshop  Sheet metal  Timber  Fibro  Cladding  Brick  Other

Shared property  Yes  No

Complex factory units  Yes  No

Shared parking  Yes  No

Repairer has manufacturer accreditation (list brands)

Recommended with another insurer (list insurers)

Repairer offer other specialist services (list services)

Current membership of industry associations (list associations)

Head count – Admin

Head count – Trades people

Head count – Apprentice

Inspected by IAG  Yes  No



# Exclusive Partner Repairer

	Mandatory	Repairer self audit	IAG audit
<b>Quality Framework</b>			
Is there a Quality Inspection / Checklist system operating as a standard process?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
<b>Premises Facilities and Equipment</b>			
Does the repairer have a basic realigning system?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
At a minimum, is there a trammel bar measuring system on the repairers premises?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there a suitable multi point measuring system?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
If the measuring system is not self calibrating, has it been calibrated within the past 12 months?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there a computerised data storage measuring system installed on the repairers premises?	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No
Is there a dedicated jig system installed on the repairer premises?	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA
Is there a mig welder on the repairer premises?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there a plasma cutter or equivalent cutting tool on the repairers premises?	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA
Is there a tig welder on the repairers premises?	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA
Is there an inverter welder / spot on the repairer premises?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the repairer display plastic repair capabilities for multiple plastic types?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there headlamp alignment facilities?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the repairer have a pin pulling repair system operational on the premises?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there a vehicle hoist or a high lift device installed on the repairers premises?	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA
Are there on site mechanical facilities other than the standard R&R facilities expected for a smash repair operation? (Licence number required for states with licensing regulations)	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA
Are there auto electrical facilities other than the standard facilities you would expect at a smash repairers? (Licence number required for states with licensing regulations)	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA
Are there on site wheel alignment facilities? (Licence NSW)	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA
Does the repairer have on site air conditioning repair facilities?	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA
Does the repairer have paintless dent repair equipment installed on the premises?	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA
Does the repairer have dust extraction equipment installed on the premises?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the repairer have a colour matching system on the repairers premises?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No

	Mandatory	Repairer self audit	IAG audit
Is there a baking oven / booth installed on the repairers premises?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there a dedicated preparation & masking area or half booth or ventilated area for smaller paint jobs installed on the repairers premises?	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA
Is there a Paint Mixing Room Installed on the repairer premises?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the repairer have an electronic business management system installed and operational at the repairers premises?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there a dedicated aluminium welder?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there a Silicon Bronze Welder on the repairers premises?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there Induction Heating Equipment?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does this repairer meet the requirements for basic aluminium repairs?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the Repairer have waterborne paint systems on the premises?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the Repairer have fast paint drying technologies installed on the premises?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
<b>Customer Management</b>			
Is brand signage visible for a customer to identify the premises from the street? ( may depend on council approvals)	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is the external properties presentation acceptable?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is the internal properties presentation acceptable?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is the internal reception area presentation acceptable?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is the premises secure and alarmed to contain the customers vehicle?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
At the time of inspection obvious OH&S risks are not evident?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
At the time of inspection is there emergency evacuation procedures in place?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there suitable mobility access for customers and staff?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is off street parking available?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Are there a separate customer rest room facilities?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Has there been changes to any customer facing staff? If so, has a probity been completed?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Are all customer facing staff attired and presented in a professional manner	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Are customer vehicle seat covers used?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Are customer vehicle floor covers used?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the Repairer have separate administration facilities for customers / DI representatives to work out of the premises short term?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No

	Mandatory	Repairer self audit	IAG audit
Is the Repairer able to accommodate branding both internal and external? i.e signage, literature, banners.	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there a dedicated customer vehicle pick up area?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Are there adequate customer refreshments available? Such as water, tea, coffee.	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the Repairer indicate pick up and delivery services?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there easy customer access to alternative public transport or alternate arrangements offered?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the Repairer have the ability to store vehicles for a 3rd party entity? i.e hire car companies	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
<b>Work Health and Safety</b>			
Does the business understand and comply with conditions of the development approval for the premises?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
At the time of inspection obvious OH&S risks are not evident?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
At the time of inspection is there emergency evacuation procedures in place?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the repairer comply with storage of flammable liquids AS 1940 – 2004: The Storage and Handling of Flammable and Combustible Liquids?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
<b>Environmental Standards</b>			
Does the repairer comply with storage of flammable liquids AS 1940-2004: The Storage and Handling of Flammable and Combustible Liquids?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the Repairer have an independent environmental audit completed? Exclusive/Express repairers require minimum Level 2 EcoSmash Platinum and Non-Exclusive Conventional (NEXCO) repairers require minimum Level 1 EcoSmash Accreditation; Are these requirements met?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
<b>Training and Certification</b>			
Does the repairer have access to or has processes in place to source manufacturer repair processes and procedures?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the repairer have manufacturer accreditation for carrying out repairs in these facilities?	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA
Are accreditation certificates and licences visible to customers or available to be sighted upon request?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the repairer have an electronic business management system installed and operational at the repairers premises?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No

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# Metro/Regional Partner Repairer

	Mandatory	Repairer self audit	IAG audit
<b>Quality Framework</b>			
Is there a Quality Inspection / Checklist system operating as a standard process?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
<b>Premises Facilities and Equipment</b>			
Does the repairer have a basic realigning system?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
At a minimum, is there a trammel bar measuring system on the repairers premises?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there a suitable multi point measuring system?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
If the measuring system is Not self calibrating, has it been calibrated within the past 12 months?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there a computerised data storage measuring system installed on the repairers premises?	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No
Is there a dedicated jig system installed on the repairer premises?	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA
Is there a mig welder on the repairer premises?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there a plasma cutter or equivalent cutting tool on the repairers premises?	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA
Is there a tig welder on the repairers premises?	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA
Is there an inverter welder / spot on the repairer premises?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the repairer display plastic repair capabilities for multiple plastic types?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there headlamp alignment facilities?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the repairer have a pin pulling repair system operational on the premises?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there a vehicle hoist or a high lift device installed on the repairers premises?	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA
Are there on site mechanical facilities other than the standard R&R facilities expected for a smash repair operation? (Licence number required for states with licensing regulations)	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA
Are there auto electrical facilities other than the standard facilities you would expect at a smash repairers? (Licence number required for states with licensing regulations)	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA
Are there on site wheel alignment facilities? (Licence NSW)	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA
Does the repairer have on site air conditioning repair facilities?	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA
Does the repairer have paintless dent repair equipment installed on the premises?	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA
Does the repairer have dust extraction equipment installed on the premises?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the repairer have a colour matching system on the repairers premises?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No

	Mandatory	Repairer self audit	IAG audit
Is there a baking oven / booth installed on the repairers premises?	YES	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there a dedicated preparation & masking area or half booth or ventilated area for smaller paint jobs installed on the repairers premises?	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA
Is there a Paint Mixing Room Installed on the repairer premises?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the repairer have an electronic business management system installed and operational at the repairers premises?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there a dedicated aluminium welder?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there a Silicon Bronze Welder on the repairers premises?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there Induction Heating Equipment?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does this repairer meet the requirements for basic aluminium repairs?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the Repairer have waterborne paint systems on the premises?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the Repairer have fast paint drying technologies installed on the premises?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
<b>Customer Management</b>			
Is brand signage visible for a customer to identify the premises from the street? ( may depend on council approvals)	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is the external properties presentation acceptable?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is the internal properties presentation acceptable?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is the internal reception area presentation acceptable?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is the premises secure and alarmed to contain the customers vehicle?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
At the time of inspection obvious OH&S risks are Not evident?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
At the time of inspection is there emergency evacuation procedures in place?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there suitable mobility access for customers and staff?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is off street parking available?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Are there a separate customer rest room facilities?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Has there been changes to any customer facing staff? If so, has a probity been completed?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Are all customer facing staff attired and presented in a professional manner	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Are customer vehicle seat covers used?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Are customer vehicle floor covers used?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the Repairer have separate administration facilities for customers / DI representatives to work out of the premises short term?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is the Repairer able to accommodate branding both internal and external? i.e signage, literature, banners.	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No

	Mandatory	Repairer self audit	IAG audit
Is there a dedicated customer vehicle pick up area?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Are there adequate customer refreshments available? Such as water, tea, coffee.	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the Repairer indicate pick up and delivery services?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there easy customer access to alternative public transport or alternate arrangements offered?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the Repairer have the ability to store vehicles for a 3rd party entity? i.e hire car companies	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
<b>Work Health and Safety</b>			
Does the business understand and comply with conditions of the development approval for the premises?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
At the time of inspection obvious OH&S risks are Not evident?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
At the time of inspection is there emergency evacuation procedures in place?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the repairer comply with storage of flammable liquids AS 1940 – 2004: The Storage and Handling of Flammable and Combustible Liquids?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
<b>Environmental Standards</b>			
Does the repairer comply with storage of flammable liquids AS 1940-2004: The Storage and Handling of Flammable and Combustible Liquids?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the Repairer have an independent environmental audit completed? Exclusive/Express repairers require minimum Level 2 EcoSmash Platinum and Partner Repairers require minimum Level 1 EcoSmash Accreditation; Are these requirements met?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
<b>Training and Certification</b>			
Does the repairer have access to or has processes in place to source manufacturer repair processes and procedures?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the repairer have manufacturer accreditation for carrying out repairs in these facilities?	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA
Are accreditation certificates and licences visible to customers or available to be sighted upon request?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the repairer have an electronic business management system installed and operational at the repairers premises?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No

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# Rural Partner Repairer

	Mandatory	Repairer self audit	IAG audit
<b>Quality Framework</b>			
Is there a Quality Inspection / Checklist system operating as a standard process?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
<b>Premises Facilities and Equipment</b>			
Does the repairer have a basic realigning system?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
At a minimum, is there a trammel bar measuring system on the repairers premises?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there a suitable multi point measuring system?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
If the measuring system is not self calibrating, has it been calibrated within the past 12 months?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there a computerised data storage measuring system installed on the repairers premises?	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No
Is there a dedicated jig system installed on the repairer premises?	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA
Is there a mig welder on the repairer premises?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there a plasma cutter or equivalent cutting tool on the repairers premises?	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA
Is there a tig welder on the repairers premises?	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA
Is there an inverter welder / spot on the repairer premises?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the repairer display plastic repair capabilities for multiple plastic types?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there headlamp alignment facilities?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the repairer have a pin pulling repair system operational on the premises?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there a vehicle hoist or a high lift device installed on the repairers premises?	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA
Are there on site mechanical facilities other than the standard R&R facilities expected for a smash repair operation? (Licence number required for states with licensing regulations)	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA
Are there auto electrical facilities other than the standard facilities you would expect at a smash repairers? (Licence number required for states with licensing regulations)	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA
Are there on site wheel alignment facilities? (Licence NSW)	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA
Does the repairer have on site air conditioning repair facilities?	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA
Does the repairer have paintless dent repair equipment installed on the premises?	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA
Does the repairer have dust extraction equipment installed on the premises?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the repairer have a colour matching system on the repairers premises?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No

	Mandatory	Repairer self audit	IAG audit
Is there a baking oven / booth installed on the repairers premises?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there a dedicated preparation & masking area or half booth or ventilated area for smaller paint jobs installed on the repairers premises?	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA
Is there a Paint Mixing Room Installed on the repairer premises?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the repairer have an electronic business management system installed and operational at the repairers premises?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there a dedicated aluminium welder?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there a Silicon Bronze Welder on the repairers premises?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there Induction Heating Equipment?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does this repairer meet the requirements for basic aluminium repairs?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the Repairer have waterborne paint systems on the premises?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the Repairer have fast paint drying technologies installed on the premises?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
<b>Customer Management</b>			
Is brand signage visible for a customer to identify the premises from the street? (may depend on council approvals)	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is the external properties presentation acceptable?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is the internal properties presentation acceptable?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is the internal reception area presentation acceptable?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is the premises secure and alarmed to contain the customers vehicle?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
At the time of inspection obvious OH&S risks are not evident?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
At the time of inspection is there emergency evacuation procedures in place?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there suitable mobility access for customers and staff?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is off street parking available?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Are there a separate customer rest room facilities?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Has there been changes to any customer facing staff? If so, has a probity been completed?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Are all customer facing staff attired and presented in a professional manner	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Are customer vehicle seat covers used?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Are customer vehicle floor covers used?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the Repairer have separate administration facilities for customers / DI representatives to work out of the premises short term?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is the Repairer able to accommodate branding both internal and external? i.e signage, literature, banners.	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No

	Mandatory	Repairer self audit	IAG audit
Is there a dedicated customer vehicle pick up area?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Are there adequate customer refreshments available? Such as water, tea, coffee.	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the Repairer indicate pick up and delivery services?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there easy customer access to alternative public transport or alternate arrangements offered?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the Repairer have the ability to store vehicles for a 3rd party entity? i.e hire car companies	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
<b>Work Health and Safety</b>			
Does the business understand and comply with conditions of the development approval for the premises?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
At the time of inspection obvious OH&S risks are not evident?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
At the time of inspection is there emergency evacuation procedures in place?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the repairer comply with storage of flammable liquids AS 1940 – 2004: The Storage and Handling of Flammable and Combustible Liquids?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
<b>Environmental Standards</b>			
Does the repairer comply with storage of flammable liquids AS 1940-2004: The Storage and Handling of Flammable and Combustible Liquids?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the Repairer have an independent environmental audit completed? Exclusive/Express repairers require minimum Level 2 EcoSmash Platinum and Partner Repairers require minimum Level 1 EcoSmash Accreditation; Are these requirements met?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
<b>Training and Certification</b>			
Does the repairer have access to or has processes in place to source manufacturer repair processes and procedures?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the repairer have manufacturer accreditation for carrying out repairs in these facilities?	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA
Are accreditation certificates and licences visible to customers or available to be sighted upon request?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the repairer have an electronic business management system installed and operational at the repairers premises?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No

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## Non-Partner Repairer

	Mandatory	Repairer self audit	IAG audit
<b>Quality Framework</b>			
Is there a Quality Inspection / Checklist system operating as a standard process?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
<b>Premises Facilities and Equipment</b>			
Does the repairer have a basic realigning system?	Yes	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA
At a minimum, is there a trammel bar measuring system on the repairers premises?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there a suitable multi point measuring system?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
If the measuring system is not self calibrating, has it been calibrated within the past 12 months?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there a computerised data storage measuring system installed on the repairers premises?	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	Yes No
Is there a dedicated jig system installed on the repairer premises?	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA
Is there a mig welder on the repairer premises?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there a plasma cutter or equivalent cutting tool on the repairers premises?	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA
Is there a tig welder on the repairers premises?	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA
Is there an inverter welder / spot on the repairer premises?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the repairer display plastic repair capabilities for multiple plastic types?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there headlamp alignment facilities?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the repairer have a pin pulling repair system operational on the premises?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there a vehicle hoist or a high lift device installed on the repairers premises?	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA
Are there on site mechanical facilities other than the standard R&R facilities expected for a smash repair operation? (Licence number required for states with licensing regulations)	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA
Are there auto electrical facilities other than the standard facilities you would expect at a smash repairers? (Licence number required for states with licensing regulations)	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA
Are there on site wheel alignment facilities? (Licence NSW)	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA
Does the repairer have on site air conditioning repair facilities?	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA
Does the repairer have paintless dent repair equipment installed on the premises?	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA
Does the repairer have dust extraction equipment installed on the premises?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the repairer have a colour matching system on the repairers premises?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No

	Mandatory	Repairer self audit	IAG audit
Is there a baking oven / booth installed on the repairers premises?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there a dedicated preparation & masking area or half booth or ventilated area for smaller paint jobs installed on the repairers premises?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there a Paint Mixing Room Installed on the repairer premises?	YES	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the repairer have an electronic business management system installed and operational at the repairers premises?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there a dedicated aluminium welder?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there a Silicon Bronze Welder on the repairers premises?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there Induction Heating Equipment?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does this repairer meet the requirements for basic aluminium repairs?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the Repairer have waterborne paint systems on the premises?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the Repairer have fast paint drying technologies installed on the premises?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
<b>Customer Management</b>			
Is brand signage visible for a customer to identify the premises from the street? ( may depend on council approvals)	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is the external properties presentation acceptable?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is the internal properties presentation acceptable?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is the internal reception area presentation acceptable?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is the premises secure and alarmed to contain the customers vehicle?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
At the time of inspection obvious OH&S risks are not evident?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
At the time of inspection is there emergency evacuation procedures in place?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there suitable mobility access for customers and staff?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is off street parking available?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Are there a separate customer rest room facilities?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Has there been changes to any customer facing staff? If so, has a probity been completed?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Are all customer facing staff attired and presented in a professional manner	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Are customer vehicle seat covers used?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Are customer vehicle floor covers used?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the Repairer have separate administration facilities for customers / DI representatives to work out of the premises short term?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is the Repairer able to accommodate branding both internal and external? i.e signage, literature, banners.	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No

	Mandatory	Repairer self audit	IAG audit
Is there a dedicated customer vehicle pick up area?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Are there adequate customer refreshments available? Such as water, tea, coffee.	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the Repairer indicate pick up and delivery services?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Is there easy customer access to alternative public transport or alternate arrangements offered?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the Repairer have the ability to store vehicles for a 3rd party entity? i.e hire car companies	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
<b>Work Health and Safety</b>			
Does the business understand and comply with conditions of the development approval for the premises?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
At the time of inspection obvious OH&S risks are not evident?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
At the time of inspection is there emergency evacuation procedures in place?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the repairer comply with storage of flammable liquids AS 1940 – 2004: The Storage and Handling of Flammable and Combustible Liquids?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
<b>Environmental Standards</b>			
Does the repairer comply with storage of flammable liquids AS 1940-2004: The Storage and Handling of Flammable and Combustible Liquids?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the Repairer have an independent environmental audit completed? Exclusive/Express repairers require minimum Level 2 EcoSmash Platinum and Partner Repairers require minimum Level 1 EcoSmash Accreditation; Are these requirements met?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
<b>Training and Certification</b>			
Does the repairer have access to or has processes in place to source manufacturer repair processes and procedures?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the repairer have manufacturer accreditation for carrying out repairs in these facilities?	No	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> NA
Are accreditation certificates and licences visible to customers or available to be sighted upon request?	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Does the repairer have an electronic business management system installed and operational at the repairers premises?	No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No

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# Internal IAG office use only

## Partner Repairer National Standards

### Statement of Full Compliance Sign-Off by Relationship Manager

This is to certify that I have checked and audited the Repairer whose details appear below and declare that they comply with the necessary requirements and have achieved mandatory compliance in ALL categories within the IAG Partner Repairer National Standards.

Repairer (Trading Name)

Repairer Code

Repairer Address

Relationship Manager's Name:

Signature:

Date of Compliance:

**NOTE:** This form must be completed and scanned into SMS and then forwarded to the Senior Category Manager Motor Frameworks in Supply Chain.

