



BUSINESS PRESENTATION

SHOP PRESENTATION STANDARDS



As the CRA is committed to maintaining a high standard of members, all applicants should be reputable and of good standing in the business community. The CRA is also committed to maintaining a high quality repair standard and you may be asked to supply information on some recent repairs for auditing purposes.

OFFICE

- ☐ Must be painted or wallpapered.
- ☐ Must have no offensive artwork on walls.
- ☐ Must have floor coverings eg. vinyl, carpet.
- ☐ Must be clean and tidy at all times.
- ☐ Must have seating for client or insurance personnel.

FRONT YARD

- ☐ Must be in good repair (no pot holes etc).
- ☐ Building must be painted and have a fresh look.
- ☐ All rubbish and disused panels must either be screened from public view (fenced off area) or if in view must be tidy.
- ☐ All signage must be in good repair.
- ☐ CRA sign must be shown (once a financial member).

WORKSHOP

- ☐ Workshop area to be defined.
- ☐ Must be swept daily and all rubbish removed.
- ☐ Plant and equipment to be in good repair.
- ☐ Plant and equipment to be hung up when not in use.
- ☐ General appearance must be clean and tidy.
- ☐ Should have a parts storage area.

STAFF ROOM

- ☐ Must be clean and tidy at all times.
- ☐ Must have tables and chairs, no car seats or boxes.
- ☐ Keep offensive artwork out of public view.
- ☐ Must have floor coverings eg. 'vinyl'.
- ☐ Painted walls that have a fresh look.
- ☐ Rubbish in bin.

HEALTH AND SAFETY

- ☐ Fully implemented Health & Safety Policy.
- ☐ Signage for Evacuation with assembly point.
- ☐ Annual staff health checks.
- ☐ Annual respirator fit testing.
- ☐ Eye wash in or near tint room as well as in first aid kit.
- ☐ Signage for first aid.
- ☐ First aid kit including stock list.
- ☐ Company vehicle first aid kit.

STAFF

- ☐ Written Employment Agreements for all staff.
- ☐ Protective gloves available to all workshop staff.
- ☐ Must wear safety footwear.
- ☐ Must have tidy personal presentation.
- ☐ At least one collision repair technician must hold a current I-CAR Automotive Steel MIG Welding Qualification or equivalent.
- ☐ To have attained the required points to complete the C-CAR (Continuing Compulsory Annual Retraining) Programme within the last 12 months. A schedule showing how these points can be attained is set each year.

TOILETS

- ☐ Be clean and tidy and have a lock on the door.
- ☐ Must have no offensive artwork.

WASH AREA

- ☐ To be clean at all times.
- ☐ Hand cleaning facilities and drying area.

COURTESY CARS / LOAN VEHICLES / RELIEF VEHICLES

If you offer this service, all vehicles must be insured, and the level of insurance be disclosed to the user of the vehicle.

FOR AN APPROVED LICENSED COLLISION REPAIRER

After 12 months of membership as Panelbeating/Spraypainting category, the member is eligible to apply for an upgrade to become a Licensed Collision Repairer. However, at the discretion of the National Executive a new full member can join as a Licensed Collision Repairer if they comply with all equipment, compliance and presentation levels.

Paint shop only businesses are not eligible to become a Licensed Collision Repairer.

In addition to the above shop presentation standards, the following is also required:

- ☐ The office/reception must be separate from workshop.
- ☐ The front yard must be sealed (tar, concrete).
- ☐ The toilets must be clean 'for customer use'.
- ☐ At least one person must have current I-CAR NZ Bronze ProLevel® 1, Silver ProLevel® 2 or Platinum ProLevel® 3 Recognition (or equivalent).

REQUIRED EQUIPMENT LIST - SPRAYPAINTING

- ☐ Compressors, suitable and of adequate capacity for the work being carried out.
- ☐ Moisture extraction equipment, to support the amount of work being undertaken eg. Refrigerated dryer or moisture extraction off each air drop in shop.
- ☐ Spray guns, of suitable design and capacity to carry out the work being undertaken.
- ☐ Paint mixing scales and formula data. A full paint tinting system carrying all tinters in the systems' range, supported by mixing formula data (electronic or hard copy).
- ☐ Paint storage, to meet all Government Department and Local Body requirements.
- ☐ Isocyanates - to be used in strict compliance with WorkSafe NZ regulations. If complaints of substance are reported and substantiated about misuse of Isocyanates, it will result in your membership being revoked.
- ☐ An air fed respirator for every tradesperson, compliant with WorkSafe NZ regulations.
- ☐ Clean air (breathable) system that is checked regularly.
- ☐ Adequate fire extinguishers that meet WorkSafe NZ regulation and servicing requirements.
- ☐ Set of four car stands.
- ☐ Floor jack (1.5 tonne minimum).
- ☐ Infrared heat lamps (preferred but not mandatory).
- ☐ Polishing buff.
- ☐ Mechanical and pneumatic sanders suitable for the work being undertaken.
- ☐ Suitable rubbish containers.
- ☐ Workshop staff to present a professional image - suitable protective clothing.
- ☐ Proper provisions in place for the disposal of waste thinners.
- ☐ Dustless sanding/Extraction system (preferred but not mandatory).

FOR AN APPROVED LICENSED COLLISION REPAIRER

In addition to the above equipment, the following are also required:

- ☐ A spray booth and tint/mixing room which complies with all Regulations, Standards and Code of Practice including WorkSafe NZ.
- ☐ Resource Consent, Location Compliance Certificates and Compliance with all applicable local council and government regulations.

REQUIRED EQUIPMENT LIST - PANELBEATING

- ☐ Adequate alignment equipment capable of undertaking non-structural realignment of under frame and unitised body vehicles.
- ☐ 1 trammel.
- ☐ Floor jack (1.5 tonne minimum).
- ☐ Set of four car stands.
- ☐ Engine removal facility (if undertaking mechanical work).
- ☐ Slide hammer kit.
- ☐ Headlight aligning facility (beam setter).
- ☐ Rustproofing equipment.
- ☐ Vacuum cleaner equipment.
- ☐ Hand tools suitable for the repairs being performed.
- ☐ Inspection/Lead lights or suitable lighting system.
- ☐ Minimum four tonne porta power kit.
- ☐ Adequate fire extinguishers that meet WorkSafe NZ regulations and servicing requirements.
- ☐ Suitable storage areas and bins.
- ☐ Suitable rubbish containers.
- ☐ Workshop to present a professional image.
- ☐ Work personnel to present a professional image - suitable protective clothing.
- ☐ MIG welder.
- ☐ Assortment of industry specific machine tools required to effectively perform all repairs undertaken by the business.
- ☐ Oxy-acetylene plant with cutting equipment (preferred but not mandatory).
- ☐ Spot type dent pulling system.
- ☐ Hoist – to be serviced annually with an expiry service label.
- ☐ Power tools should be tagged to industry and safety standards.

Scale of duplication guidelines:

- ◆ **Alignment system** - one system to every six tradespeople employed.
- ◆ **Body jacks and attachments** - one to every three tradespeople.
- ◆ **Floor jacks** - one for every three tradespeople.
- ◆ **MIG welders** - one to every three tradespeople.

FOR AN APPROVED LICENSED COLLISION REPAIRER

In addition to the above equipment, the following are also required:

- ☐ A regularly calibrated, three dimensional measuring system is required and backed by appropriate, factory based data sheets relating to the machine. (Made by a company who specialises in the manufacture of equipment with patents that are accepted by the Collision Repair Association).
- ☐ An Inverter spot welder.