



# ARA

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011 886 6300



[attie.serfontein@rmi.org.za](mailto:attie.serfontein@rmi.org.za) / [marietjie.smith@rmi.org.za](mailto:marietjie.smith@rmi.org.za)



[www.rmi.org.za](http://www.rmi.org.za) / [www.arasa.org.za](http://www.arasa.org.za)



330 Surrey Ave. Surrey Square Office Park, Ferndale



# TABLE OF CONTENTS



Introduction.....	2
Executive Summary.....	3
1. Amalgamation & Descriptors.....	6
2. Website & Social Media .....	7
3. Market / Industry (SWOT) Analysis.....	9
4. Conference, Automechanika – JHB.....	11
5. & 6. NEC & NEC / REC Meetings.....	13-15
7. SAs First Member Trade Test Centre.....	16
8. Newly Developed Qualification.....	17
9. Collaboration with MIWA and TEPA.....	17
10. Gas-ready Workshops.....	18
11. Generic Mangement: Motor Industry.....	20
12. The RMI Connect App.....	23
13. & 14. ARA Grading System & WERC..	23-24
15. SABS – Quality & Standards.....	25
16. Automotive Code of Conduct.....	25
17. & 18. OHS - CSRS & Diesel Tech.....	26-30
19. DFI Trade Test Centre, at Bosch SA.....	31
20. ARA & RMI Relevant Articles.....	32
21. Honeywell Garret Turbo - Training.....	33
22. to 25. Summations & Conclusion.....	34-36
Annexure – Code of Ethics & Accreditation..	A-B
Annexure - RMI & SAF Benefits Pagere.....	C-D
Annexure - OHS List & Medikit.....	E-F
Annexure - Constituent Associations .....	G
Annexure - RMI Launch & Driver's Seat.....	H-I
Annexure - Alternative Energy for Motorists.....	J
Annexure - Gas-conversion Programme.....	K
Annexure - Which will Prevail.....	L
Annexure - MIOSA ADR Guideline.....	M

# **ARA – Automotive Remanufacturers’ Association**

## ***2019 / 2020 – Annual Report***

### **Introduction**

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The office of (RMI) ARA, and its governing National Executive Committee (NEC), and Regional Executive Committees (RECs), are pleased to report on ARAs projects (afresh, rolling-out or current), VAS (value-add-services), training, activities, achievements, stakeholder relations, and priorities (in which the whole of the ARA Member-base play an integral role) - for the financial year 2019 / 2020.

The Annual Report will consist of input on the aforementioned aspects, on a high-level format / of high priority to ARAs Associational activities – influencing the Motor Industry, and Automotive Aftermarket Retail Sectors; and mindful of the second-half of the financial year, with the State of Disaster announcement i.e. the wide spread (economic / damaging / challenging) effects, and impact the CoVID-19 pandemic had in the Motor Industry / ARA Member businesses.

We will also provide a summary of numerous other key aspects (prudent to ARA), that wasn't delved into greater details, but however still crucial to point out as afresh, rolling-out or current projects, VAS (value-add-services), training, activities, achievements, stakeholder relations, and priorities – respective to ARA.

## **Executive Summary**

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During the financial-year, the RMI has effectively moved from having 13 different Associations to 8 strong Associations, more aligned businesses, all falling under the strong RMI brand. Each of the logos has been modernised, whilst still retaining its unique essence and rich heritage. It was also the ideal time to look at new identities as many of our Associations have merged.

ARAs modern new and improved identity extends not only to ARA, but across RMI, and of its (now) 8 Constituent Associations. This is a milestone that not only brings the industry closer together, but also gives it a bigger footprint and a stronger voice. We are very excited about the future prospects for ARA and its position in the industry. As an amalgamated Association, we now have stronger bargaining power with industry and relevant stakeholders.

ARA have grown into a unit and is stronger than ever before and moving with a focused pace toward positive sectorial influence and brining about change / better business atmosphere to its respective trade sub-sector.

ARA - Automotive Remanufactures’ Association, is representing the trade sub-sector: REMAN i.e. Automotive Remanufacturing / Diesel Fuel Injection / Automotive Components / Turbochargers. To this extent the employment figures amount just within ARA are close to 3 000 employees alone.

The second-half of the financial-year, with the State of Disaster announcement (and subsequent Alert Level 5 Lockdown), with regards to impact the CoVID-19 pandemic had on ARA Member businesses, on a National scale, the ripple effect to economies of scale and industries with whom the Motor Industry is intertwined, which directly resulted in severe economic damage, and even more-so SMME businesses has been a huge challenge.

Despite economic shutdown, the ARA office, and its Member businesses kept in close contact with one-another, who guided the ARA Member-base through Government Directives, and Regulations – ensuring a smooth, and focused approach to Government requirements.



## **ARA – Automotive Remanufacturers’ Association**

### ***2019 / 2020 – Annual Report***

We have seen major job losses, and with UIF unable to process the mass number of claims for its Temporary Employer / Employee Relief Scheme (TERS) applications, salaries have often been left to business owners to pay. The RMI has kept its Members abreast (in record time through its CoVID-19 Monitor circulars) of financial relief options provided by Government and private funds as these are released in the media, as well as any developments and amendments to CoVID-19 Regulations.

In a continued effort to reduce the financial impact on its SMME Member businesses, the RMI has, and continues to, play a pivotal role in negotiations with Industry Stakeholders such as MIRF, MIFA, MIBCO, MHC, MISA, RMA, UIF – TERS, the Department of Labour and other Government bodies.

The RMI has pro-actively studied all of the Government Regulations, and amendments thereof (subsequently, circulating notices) – to best equip its Member businesses with the tools needed to manage the impact of CoVID-19.

Given the nature of a pandemic – that cannot be predetermined, the response of the RMI, and interaction with Government, received praises for its swift action, and co-operation with the Industry.

In terms of emergency repairs (at the stage of alert level 5), ARA Member businesses have marketed their availability to render emergency repairs to their clientele, with skeleton staff in place (and short-time procedures were followed), together with the required permits.

Moreover, UIF – TERS was approached via MISA to ensure employees are awarded (proportionately) fiscally during the pandemic. ARA Member businesses have adhered to Government Regulations (in accordance with RMIs interpretation of Regulations), to ensure a smooth operation during the different Alert Levels.

For the remainder of 2020, a close eye will need to be kept on the workforce, budget, economic recovery, and incoming work – and compared carefully with previous months or years of operation.

## **ARA – Automotive Remanufacturers’ Association**

### ***2019 / 2020 – Annual Report***

Many ARA Member businesses are running / have run at a loss, and it may take months, if not years in some instances, to recover from the onslaught of the pandemic. We have received reports, since Lockdown Regulations moved to Alert Level 3, that production / business have picked-up on a slow but definite pace – to an extent where many ARA Member businesses can report 80% production.

New methods of trade will have to be adapted to and combined with innovative thinking, to minimize lost revenue and jobs.

## **1. Amalgamation & Descriptors**

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**ARA – Automotive Remanufacturers’ Association; initiating the spark for 2020, for a brand-new & exciting chapter to be written!**

With ARA officially launching our new, and improved look (logo), and afresh (amalgamated) Association in December 2019 (as part of the New Thinking Model – NTM, of the RMI); we’re ready and geared-up to start a brand new decade, 2020, with a line-up of Industry relevant, high-stake, and high-priority projects – in benefit of Industry at large.

Our new Association, **ARA – Automotive Remanufacturers’ Association**, represents the remanufacturing trade sub-sector. This includes component remanufacturers involved in safety-critical components, inclusive of, but not limited to, vehicle cooling; turbocharger and braking systems; automotive engineers who machine and remanufacture engine components by way of expert engineering – ultimately rebuilding an engine to its original specifications; and specialists in the repair, servicing and remanufacturing of diesel fuel injection systems fitted to diesel engines in earth moving equipment, highway trucks, stationary engines and passenger vehicles.

ARA promotes the responsible reuse of remanufactured engine components for a ‘greener’ environment (carbon footprint). Its Members are dedicated to providing consumers with only the best of advice, finest service delivery, and highest quality workmanship.

The new **ARA logo reflects the consolidation of three similar strong trade sub-sector Associations** operating together in the remanufacturing trade sub-sector. The universally recognised engine icon was used as the central design.

It is made up of three colours that represent the three amalgamated strengths namely: automotive engineering, automotive components and diesel fuel injection. The spark, strategically placed in the center, is a powerful symbol of a healthy engine. It symbolizes igniting a remanufactured engine and refers to new beginnings.

## 2. Website & Social Media

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### **ARA Website:**

The ARA National office are pleased to announce that we’ve gone live with our new Website, after the amalgamation of ERA / SADFI / ACRA – to that of ARA, Automotive Remanufacturers’ Association. We’re currently working on a communication system from within the Website, which will soon be available to Members to engage one another, whether it may be for technical assistance, parts, and of the like.

Please visit our / your Website to benefit from the functionalities it provides. The Website will also serve as a tool for the Motor Industry / Motoring Public to locate Automotive Engineering Workshops, Diesel Fuel Injection Pump-rooms, and Automotive Component Workshops.

 ARA Website - <https://arasa.org.za/>

### **ARA Telegram Channel (very important):**

We further would like to encourage all ARA Members to be participant to our Telegram Channel, directly linked to the ARA Website. What this means is, as a Member you’ll be fully abreast / informed of the latest developments within the Automotive Aftermarket Retail Sector / within the ARA Camp i.e. project developments, and of the like / within the RMI structures, and Industry at large.

As an ARA Member, via the Telegram Channel, you’ll have direct access to the Telegram Channel on your Smart Phone, and will receive updates in real-time.

To be added to the Telegram Channel, simply download Telegram to both your Computer and Smart Phone – and click on the following link - ARA SA - Information Channel, [https://t.me/rmi\\_ara](https://t.me/rmi_ara)

 ARA Telegram Channel - <https://arasa.org.za/telegram-channel/>

# **ARA – Automotive Remanufacturers’ Association**

## ***2019 / 2020 – Annual Report***

Should you require any assistance to be added to the ARA Telegram Channel, please contact Marietjie Smith @ [Marietjie.Smith@rmi.org.za](mailto:Marietjie.Smith@rmi.org.za) – to further assist you. It’s important that all ARA Members be participant to the ARA Telegram (news) Channel, in so-doing, being kept abreast of the latest Industry and ARA news bulletins / developments.

### **ARA YouTube Channel:**

In addition to the ARA Website & ARA Telegram Channel (which can be viewed from both PC / Smart Phone), we have added an ARA YouTube Channel to the ARA Website, with the Automechanika – Johannesburg Conference Video-footage, for your viewing pleasure.



ARA YouTube Channel -

[https://www.youtube.com/channel/UCgTgP8GEKOMVIE5kzHhuS9Q?view\\_as=subscriber](https://www.youtube.com/channel/UCgTgP8GEKOMVIE5kzHhuS9Q?view_as=subscriber)

### **Own your own Website:**

After a number of Meetings with our Digital Partner - Connected Life, ARA is happy to announce that we’ve come-up with a tailor-made option for all Members, of the (RMI) ARA Family. Connected Life agreed to forego the initial cost for building a Website, and accompanying systems, and only charge a minimal fee of R 99 for ‘hosting’ per month.

This stimulus deal will enable our Members to have a running start when the Lockdown is over. To get your Digital Profile upgraded, click on the link below, and they will contact you. To get your site click here <https://clife.co.za/gethelp/>.

To view a sample of how the site looks click here <https://www.miwa.org.za/demosite/>



Own your own business Website - [www.clife.co.za/gethelp/](http://www.clife.co.za/gethelp/)



### **3. Market / Industry (SWOT) Analysis**

**ARAs Market / Industry (SWOT) Analysis:**

ARAs yearly Associational assessment of Industry / Market strengths and weaknesses (internal), and opportunities and threads (external).

A SWOT analysis is a good exercise to go through on an annual basis. The analysis will improve the Association’s strengths, to assist maximizing opportunities and minimizing threads; how its weaknesses can slow the Association’s ability to capitalize on the opportunities, and how the Association weaknesses could expose it to threads.



# ARA – Automotive Remanufacturers’ Association

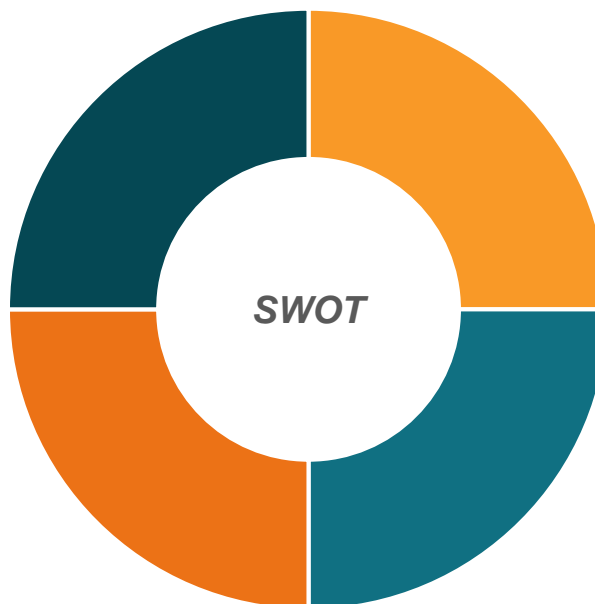
## 2019 / 2020 – Annual Report

### STRENGTHS

- Proud Association of the RMI
- Specialists in the REMAN Trade Sub-Sector
- World-class equipment / machinery
- Highly qualified artisans / technicians
- Globally affiliated (WERC)
- Value proposition (high standards)
- Code of Conduct
- Stakeholder, and Government influence
- Participation in Member, National and Regional Meetings – where business challenges / ideas / concerns / strongholds / resolves (specific to the REMAN Sub-Sector) are shared and discussed
- Qualifies for discounts on numerous Industry relevant products

### OPPORTUNITIES

- Non-compliance. Engine (Component) Imports
- Gas-conversions. Filling Stations
- EV (Electric Vehicle) Skills Development. Hybrid Vehicles
- Air-conditioning. Turbochargers / Gas (LPG) Supply
- Alternative Energy Sources i.e. Gas / Electric / Hybrid
- Industry Stakeholders (RMI - Associations)
- International participation on global platforms i.e. WERC
- Diversification, and adaptability, to newly set Industry trends
- Regional activities, in regards to addressing regional specific matters, through the regional EXCO
- Member to Member discounts
- ARA 5 Star Grading System Numerous ‘training projects’ in collaboration with MerSETA / RMI



### WEAKNESSES

- Tender disadvantages
- Gap in qualified artisans, and uptake of Apprentices
- Economic setback as a result of the CoVID-19 pandemic
- Government relief schemes
- Importation of sub-standard components / parts
- Increased demand of millennial (and younger) generation artisans, as the older generation artisan phase-out
- Increase demand of managerial skills
- All of the aforementioned aspects are priority matters / projects underway

### THREATS

- Rapid changes in technology
- Imported components better priced, as opposed to REMAN
- Price-cutting
- Legislation on component importation, and carbon credits
- REMAN is environmental friendly (green)
- Where Manufacturing can be considered a thread
- Loss of key staff to foreign Countries
- Market demand in the REMAN Sub-Sector are stable, but may become a thread in time to come i.e. new technology – thus the importance to diversify, and adapt to Market demand

## 4. Conference, Automechanika - JHB

### RMI NEWS

# Global ripple effect

**The ERA, SADFIA, ACRA, in collaboration with WERC, Conference – a major success, which had a ripple effect across the globe**

The (RMI) ERA, SADFIA, ACRA, in collaboration with WERC, Conference – held at Automechanika – Johannesburg, brought together Automotive Remanufacturers’ involving automotive engineering/automotive components/ diesel fuel injection RMI member businesses, and multinational associations, organisations, stakeholders, suppliers and OEs (original manufacturers) from across the globe.

Multinational associations and product suppliers with the likes of FIRM (EU), CONAREM (Brazil), AERA (USA), MOBILATINA (Brazil), King Engine Bearings (Israel), Garima Global (India), MAHLE (France/SA), MOTUS (SA), Almo Engineering’s Frank Mac NICOL (SA), diesel fuel injection specialist Dave Stalker (SA), Dmitriev (Russia), Mr Cooke from SAGAS (SA), and Mr Cicin from Turkey came together under one roof for common purpose.

#### Highlights

The theme focused on training in the workplace, the future of diesel, new engine technologies, and alternative energies, with a target audience of automotive engineering remanufacturers, diesel fuel injection specialists, automotive component and vehicle repairers, turbocharger remanufacturers, suppliers, and stakeholders.

The conference was preceded by numerous interviews held with



multinationals and local stakeholders, both the conference and interviews were video-graphed and, and will be available on the soon-to-be-launched ARA website.

Attie Serfontein, National Director of ERA SADFIA ACRA and MC for the event, opened the conference by welcoming RMI’s CEO Jakkie Olivier, Frank Mac NICOL: ARA Chairperson, Chris Le Roux: ARA 1st Vice-Chairperson, and Riaan Botha: 2nd Vice-Chairperson and other VIP delegates. Serfontein talked about the recent amalgamation of ERA (Engine Remanufacturers’ Association) SADFIA (South African Diesel Fuel Injection Association) ACRA (Automotive Remanufacturers’ Association) to ARA – Automotive Remanufacturers’ Association.

These three associations have grown into a unified body, stronger than ever before and are moving with a focused pace toward positive sectorial influence and bringing about change and a better business atmosphere to its respective trade sectors.

#### Conference presentations

Mac NICOL, South Africa: ARA NEC Chairperson & WERC Chairperson, gave the first presentation on the future of the engine with new technology influences. At first one would’ve thought that the remanufacturers’ trade sector will have tough years ahead, but with a dramatic twist Mac NICOL provided facts that the trade sector will live to see many more decades of quality work. The relief was palpable.

The second presenter was Shawn Coetzee, South Africa: National Technical Specialist for the diesel division at MOTUS Aftermarket Parts: MAP, with a topic of the importance of test bench audits and maintenance. His message was about the impact on one’s business if one fails to comply with manufacturer’s requirements in maintaining test.

The third presenter, Ellen Dekker, Israel: Kings Engine Bearings: International Sales Manager, shared more about her topic – ‘advanced bearing materials for advanced engines (an overview of the latest developments in engine bearings materials to meet new engine’s needs). Dekker’s very technical presentation regarding the manufacturing, and different phases it goes through, had everyone hooked.

The fourth presenter, Omar Chehayeb, Brazil: WERC – Vice-Chairperson, and Conarem representative, shared his topic about ‘no more business as usual’.



# ARA – Automotive Remanufacturers’ Association 2019 / 2020 – Annual Report



Cheyaheb is extremely well informed about future trends and disruptive technology. He touched on matters like AI (Artificial Intelligence), future of meetings where it will be possible for a committee to sit in the same room from different countries– this of course will be possible with hologram technology.


Dave Stalker, South Africa: RMI SADFIA: Diesel Specialist & SADFIA Consultant, then gave a presentation on the factors impacting the future of diesel fuel injection workshops. He shared some vital information which is critical for the survival of the diesel fuel injection fraternity. Even with the rapid change in parts (eg: injectors, being manufactured as one unit) there will be a future for the diesel specialist.

The sixth presenter, Vincent Vallette: Germany – EU: MAHLE: Aftermarket – MEA, shared his topic about innovation in drive systems for future scenarios. Vallette showed his passion for the

automotive industry by explaining how hard MAHLE is working on CO<sub>2</sub> emission technology, taking the lead to ensure CO<sub>2</sub> emissions are handled with the correct approach and management. This is a hot topic in the EU, and MAHLE is making some good head-way in this regard.

Rob Munro: USA/Canada, AERA: Membership & Technical Development Manager, then provided an overview on engine news from North America, and talked about how things started for him. He explained how AERA service its membership with value add services, and shared more about how AERA tackle training aspects in the USA. Training is big in North America, as here in South Africa, and will we collaborate on future projects to bring about quality education for learners.

The eighth presenter, Dushyant Sharma: Director, Garima Global Pvt. Ltd., INDIA, shared more about his topic – vehicles made in India and requirements for their spares, and cylinder liners, manufacturing factors determining quality and future trends.

The ERA SADFIA ACRA exhibition stand’s practical approach, with demonstrations of braking and cooling systems, turbochargers, clutch, diesel fuel injection test benches, and a wide variety of engines proved to be very popular. 

## Sponsors

A special heartfelt thank you to all our sponsors, and partners; without which the conference would not have been possible. We look forward to strengthening ties even further, for the betterment, and development of an ever-changing industry.









Triple E Training, CSIR, Ferobrake, Sparks & Ellis, Turbo Exchange, SAGA, Almo Engineering, Garrett, Borger Warner Turbo Systems, MOTUS, Reef Supplies, MAHLE, AERA, Mobilatina, Conarem, WERC, MWM, Toyota, Prosis Pro, Moto Health Care, Cape Supplies, Mafika, Sensum, Tradeon, Pro 39 Studio, Auto Grace Engine Parts, King Engine Bearings.

In conclusion, and on behalf of the RMI, the ARA NEC & REC, conference delegates, presenters, sponsors, stakeholders and partners; we’d like to congratulate the event organisers – especially Joshua Louw: MD, Tracy Gounden: Show Director, and Neil Piper: Head of Content, and of course their team (including NASREC EXPO Centre staff), for pulling off one of the greatest events in Automechanika history. The RMI ARA cannot wait to partner-up again in two years’ time, only to do it better.

## 5. National Executive Committee

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The ARA National office wish to congratulate (salute) each NEC Member, for walking the extra mile / working tirelessly during (and continue to do so) the challenges posed by the National Disaster Lockdown. Individual, and unique skill-sets & leadership, took the Association from strength to strength, setting ARA apart - showcasing to Industry that passion, and hard work will harvest the fruits of our labour. Business ethos, integrity, and character are testament to our continued successes.

 ARA NEC Chairperson & FS / NC Chairperson .....	Mr Frank Mac NICOL
 ARA NEC 1st Vice-Chairperson & KZN Chairperson .....	Mr Chris Le Roux
 ARA NEC 2nd Vice-Chairperson & EC Chairperson .....	Mr Riaan Botha
 ARA NEC Committee Member & PTA Chairperson .....	Mr Pierre Lourens
 ARA NEC Committee Member & JHB Chairperson .....	Mr Johan Botha
 ARA NEC Committee Member & WC Chairperson .....	Mr Dirk Du Plessis
 ARA NEC Co-Opt Member & WC Committee Member .....	Mr Dave Stalker
 ARA NEC Co-Opt Member & KZN Committee Member .....	Mr Marc Henwood



**ARA – Automotive Remanufacturers' Association**  
**2019 / 2020 – Annual Report**

***ARA - Automotive Remanufacturers' Association***



***NEC - National Executive Committee, 2019 | 2021***

## 6. National & Regional Meetings

### RMI NEWS

# Working together for you

**Regular meetings with members allows the RMI to provide support to the associations that constitute the organisation. One such example is the recent Automotive Remanufacturers' Association meetings that took place in the coastal regions. The RMI performs as a unit to assist the associations with their meetings in all regions and to provide its members with pertinent information about the industry**

The National Chairman of ERA, Frank Mac Nicol, explained the synergy strategy under the 'new thinking model' (NTM) in the RMI and emphasised the importance of the three associations, being ERA, SADFA and ACRA, merging in order to remain relevant.


Given the fast and rapid changes in the remanufacturers' trade sector – Industry 4.0, alternative energies, new technologies, automation, artificial intelligence, electric vehicle and more – it is important for ERA, SADFA and ACRA to unite. Ultimately a merger will keep the associations, now as one, more relevant and economically sustainable – to best address industry matters as and when they come up.

At the Durban AGM, the Director for ARA, Attie Serfontein shared his excitement for the future. Moving into Industry 4.0 – where major global changes in the motor industry are imminent – the merger was not only the logical choice due to the synergy and successes over the last two-and-a-half years, but a necessity to stay current and relevant to an ever-changing industry. In essence, he said, we're preparing ourselves to be ready and catalyst for these changes, by way of diversification.

During the AGMs, elections for Regional Committees, Chairmen and Vice-Chairmen were conducted (as per RMI and Associational Constitutional regulations). The ARA office is pleased to report that regional members have mandated strong committees, Chairmen and Vice-Chairmen



in all the various regions, who will, together with ARA office and the RMI as the umbrella body, take the unified approach forward on regional and national level.

A special thanks to all the regional RMI staff (under the leadership of its Regional Managers, Erwin Stroebel and Jeffrey Molefe) who joined forces in making the AGMs successful. The very fundamentals of a success story will always speak of team work; RMI – One Team, One Goal! 



## 7. SAs First Member Owned Trade Test Centre

### RMI NEWS

# First automotive machinist and engine fitter trade test centre opens in South Africa

**One of the established routines of the automotive industry is the practice of training apprentices to the point where they have enough knowledge and experience to pass a trade test. Until now the testing has been done at automotive engineering firms or accredited colleges. However, the first South African automotive machinist and engine fitter trade test centre has been registered in Brakpan, Gauteng, by Hendrik Cronje, a qualified trade test assessor**

Jakkie Olivier, CEO of the Retail Motor Industry Organisation (RMI), describes the opening of Automotive Specialised Testing Academy (ASTA) as “historic”. He says, “For the first time ever there is a member-owned trade test centre in the country. We are excited about how this will introduce uniformity to the process of assessing apprentices.”

Cronje, who has been working in the field for more than 20 years, said that his main motivation for establishing the trade test centre was to ensure there was uniformity in the work being done by assessors and mentors. He was also concerned about how the industry was coming under threat from overseas imports as some clients preferred to buy cheaper engines rather than pay for the existing ones to be refurbished.

The opening of the centre was not an easy journey for Cronje. The endeavour was an administratively heavy process, which required a lot of paperwork, and came with challenges regarding tax protocols and the correct filing of documents. Through sheer persistence, Cronje was able to overcome each of these obstacles, and finally register the trade test centre.

His first step was to purchase the premises, after which he bought all the necessary equipment for the apprentices. The machinery was signed off by merSETA, a training organisation that encompasses manufacturing, engineering and related services.

Now, with state-of-the-art equipment, modern premises, an industry-approved syllabus and qualified lecturers, the Automotive Specialised Testing Academy is ready to offer incredible opportunities for those who want to grow in the industry. This includes novices wanting to gain their first formal qualifications, and veterans looking to specialise or branch out in a different direction. The centre also offers accommodation for students from out of town.

Cronje strongly believes that preserving knowledge is one of the key factors to growth and employment provision, and that this local trade test centre can ensure that there is a constant supply of trainers and apprentices who are familiar with the latest equipment and techniques, and are therefore able to use best practices nationwide.

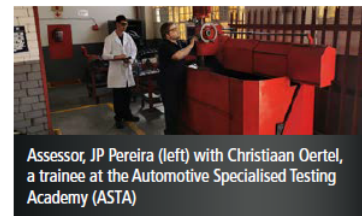
Through all this Cronje remains dedicated to his work with ERA, the Engine Remanufacturers’ Association, a proud association of the RMI. The group works to ensure that members supply clients with only the finest components



(From left) Assessor, JP Pereira, with owner of the Automotive Specialised Testing Academy (ASTA), Hendrik Cronje, and Sagrys Helberg

and highest quality of workmanship in order to live up to their slogan – Hallmark of precision engineering.

Attie Serfontein, Director of ERA, is convinced that the registration of ASTA is a significant milestone for the country. “A lot of people did not think this was possible, which makes it all the more meaningful. We are positive that this first trade test centre is the start of many similar initiatives.”



Assessor, JP Pereira (left) with Christiaan Oertel, a trainee at the Automotive Specialised Testing Academy (ASTA)

## **8. Engine Management & Fuel Injection Systems Mechanic - Newly Developed Qualification**

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The long awaited and carefully developed Engine Management and Fuel Injection Systems Qualification had been registered with SAQA. This qualification will surely benefit Industry i.e. provide for positive change and upskilling of Industry Tradesman, whereas Training Providers and Trade Test Centre’s will experience an influx of applications.

This qualification, better known as the High Pressure Qualification, will address (amongst other aspects) your training needs for Common-Rail-Systems, Diagnostics & Gas applications. Much excitement rippled through the Motor Industry, after announcing the development of this qualification, in that this qualification covers a brought spectrum on both Diesel and Petrol Engines; with Modules on Electrical, Gas and Turbos – to mention but a few.

Industry Stakeholders are to meet to further discuss material development, in order to look into curriculum necessities, for finalization and implementation of the qualification. The qualification, upon conclusion, will be presented to Industry as a solution / improvement to our Apprentices, and upcoming Journeyman.

## **9. Collaboration with MIWA and TEPA**

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The necessity for Associations like ARA / MIWA / TEPA working in closer proximity with one another was recognised, in that these Associations’ (businesses it service in Industry) core functions pertains to Vehicle, Parts, Service and Remanufacturing.

Our objectives will speak to Associational relevance / Associational growth / Member integration / cost savings / clearer communications / stronger messaging to the Membership and beyond; which will be incorporated into combined Member Meetings, and joined projects like the digitalization of business affairs.

## **10. ARA heading a National “... Gas-ready Workshops ...”, project:**

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Randburg Diesel & Turbo, are taking the lead, which directly resulted from changes in the fuel systems of vehicles, that means that more and more competitors have entered the repair and rebuild sectors of the motor industry, says Johan Botha, Regional Chairman of the Automotive Remanufacturers’ Association (ARA), a proud association of the Retail Motor Industry Organisation (RMI). Botha is also the founder and owner of Randburg Diesel & Turbo in Johannesburg. The company specialises in the repair and rebuild of diesel pumps, injectors and turbochargers as well as starter motors and alternators for all vehicles.

Having recently received the Gold award in the Motor Industry category at the 2019 ROCCI awards, Botha is in a good position to offer advice on what leads to success in the industry. “Honesty and integrity. I also believe in being actively involved in the industry, not only for your own benefit, but also for the benefit of the industry as a whole. Staying up-to-date and being part of the changes and finding solutions for the challenges in the industry is key. Randburg Diesel & Turbo strives for the best but can only do so by remaining humble. Support towards the community remains a must. This can be towards charities, support groups, skills development and training. To receive, you must be able and willing to give,” he says.

Botha says the biggest challenges the industry will face in the next few years will relate to competitiveness, pricing, parts availability and skilled staff. “These are current factors that will remain challenges in the industry. Aftermarket parts are hurting the repair programme and product quality is a concern. Another challenge will be changes towards electrical vehicles and dual fuel powered vehicles i.e. diesel and gas powered.”

Gas conversions is a technology ARA have sourced information on / pursued over time (given the critical importance to stay relevant / current i.e. new technologies). We’re of the believe that Gas will be the energy in demand until EVs / Hybrid Vehicle technology becomes a viable option, financially.



## **ARA – Automotive Remanufacturers’ Association** ***2019 / 2020 – Annual Report***

Gas conversions is entering the SA Market re. the Sedan vehicle in higher demand as ever before (it's still a relative new concept to the Consumer, but a technology in use for a many a year in SA on busses / heavy vehicles like trucks & Forklifts, not a lot of people know this).

Reason for this is that LPG runs cleaner in terms of carbon-emissions (much more greener) and is about half the price of petroleum. The LPG & CNG deposits over the world is greater than Oil deposits. We have CNG as an option to, CNG however is a little more expensive (harvesting reasons) than that of LPG, and lowers the performance of your vehicle, up to 15%. Hydrogen (carbon neutral fuel) is also becoming a hot topic (and widely researched) in regards to alternative energy (currently priced more or less the same as what we pay for petroleum currently).



**Mr Johan Botha, Mr Juan Van Zyl from Randburg Diesel and Turbo - receiving the Gold award at the 2019 ROCCI awards**

# **ARA – Automotive Remanufacturers’ Association**

## ***2019 / 2020 – Annual Report***

Our current Workforce / Skilled Labour i.e. qualified Artisans / Tradesmen, whether it be a Diesel or Petrol Mechanic / Diesel Fuel Injection Technician / Automotive Engineer / Automotive Electrician etc. - do have the skill-set in terms of work readiness to perform such a conversion. The foundational skill-set is in place and would a training course suffice to up-skill a skilled worker to perform the conversion.

The Gas-ready Workshops, project – that ARA is overseeing, will prepare our Members for this technology (Randburg Diesel & Turbo, Mr Johan Botha – Highveld ARA Chairperson), and others undergoing the transition, by way of working closely with Mr Cooke (a well versed Gas specialist, with 20 years’ experience in the field, and knows all role-players / Stakeholders i.e. Gas in SA). The technology would run an 'internal combustion engine' as per normal i.e. combustion components, as well as injectors, the cooling systems, and so on and so forth. All aspects relevant to ARA.

## **11. ARA Management Development Programme – Generic Management for the Motor Industry**

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### **About the Motor Industry contribution to the SA economy:**


The Motor Industry is a critical sector in South Africa. (1) About 4 million people in South Africa are dependent on the motor industry. The industry (2) employs over 400 thousand people directly in the formal and informal sector; (3) supports more than 900 thousand employees in the formal economy, which could be multiplied by four to take account of all the dependents supported by the industry to 4 million; (4) contributes over R50 billion or 3% of total compensation of employees; and (5) about over 70% of the job opportunities sustained by the industry value chain are medium- and low-skilled workers. (6) The industry contributes about 7% to gross domestic product (GDP); and (7) the industry accounts for about 10% of total manufacturing output of total manufacturing sales. Thus, the industry’s contribution to employment of low-skilled workers should be noteworthy and viewed positively, given the high unemployment rate among low-skilled workers in South Africa.


# ARA – Automotive Remanufacturers’ Association


## 2019 / 2020 – Annual Report

### Motor Industry challenge – Artisans managerial skills and competencies:

Despite the huge contribution of the Motor Industry, there are challenges that should be noted. The problems are three pronged: (1) good and sincere Artisans who cannot manage a business and people; (2) a business owner who does not understand business management; and (3) a business owner or manager who does not understand the business environment and technological changes or fail to harness and deploy technology to optimal use. According to Business report (3 March 2017) and NMB Business Chamber report (27 July 2016), the nature of the challenges facing the industry can be summarized as follows:


 **Artisan/technician vs manager:** *A common trend within the motor industry companies is to promote a very good artisan to the supervisory or management role without ensuring that this person has the necessary skills to manage the business and people. This often leads to problems such as the business being broke, the business not growing, staff turnover, spending time in disciplinary issues hence losing productive time, and sometimes low staff morale, etc.*

 **‘One-man business’ being everything in the business:** *This is usually visible on the financial side of the business where there is a problem of record keeping, proper invoicing, phenomenon of ‘taking from Peter to pay Paul’ type of a scenario where the owner will use money that was paid by client (1) to buy parts for client (2). This results to loss of trust, fights, law suits, business collapse, etc. This results in lack of growth prospects for these kinds of business or it will take longer than usual to realise growth if ever it will ever grow.*

 **Failing to invest and be abreast with developments in the industry:** *Due to the fast pace of technology, many motor industry company owners or artisans are not investing enough in skills development or they just ignore the need to be abreast with changes and developments in the industry. For instance, the following industry developments need to be noted: (1) Industry 4.0; (2) Future of Work; (3) Fourth Industrial Revolution (4IR); and (4) Green Technology (GT).*

# ARA – Automotive Remanufacturers’ Association

## 2019 / 2020 – Annual Report

 Although the terms "industry 4.0" and "fourth industrial revolution" are often used interchangeably but they are slightly different. "Industry 4.0" refers to the concept of factories in which machines are augmented with wireless connectivity and sensors, connected to a system that can visualise the entire production line and make decisions on its own. Future of work (FW) refers to growing adoption of artificial intelligence in the workplace and the expansion of the workforce to include both on- and off-balance-sheet talent.





Green technology refers to sustainable technology that takes into account the long- and short-term impact something has on the environment. These concepts and others are critical to business owners and managers in business such as the Motor Industry. Green products are by definition, environmentally friendly.

### Project intervention:



There are many opportunities and supportive policy frameworks, e.g. MerSETA training supports. However, training has tended to focus more on artisan skills with little focus and emphasis on general management. There is a disconnect that artisans with management training are in high demand and yet few possess such competence.

### The training:

The training will provide:

-  Knowledge for effective and functional management of the motor industry business;
-  Broaden understanding on the fundamentals of management;
-  Develop management skills of all functional areas of motor industry business management;
-  Develop an integrated understanding of the management process.

### Goal of the project:

-  Upskill artisans to be good business managers to ensure improved business performance;
-  Upskill managers to understand their business and new technologies (e.g. industry 4.0; 4IR; Green Technology; Future of Work; Strategic business management).

# ARA – Automotive Remanufacturers’ Association

## 2019 / 2020 – Annual Report

### Training approach:

(1) Training will be done on the job during weekends hence there will be no disruption to operations and working time; (2) funding will be provided by MerSETA;

### Qualification:



Programme ID: 57712;



Number of credits: 150;



The training is: Generic Management NQF Level 4;



Entry is NQF 3 or recognized prior learning (RPL);



After completion people get NQF level 4 (Generic Management Certificate) which equivalent to first year university with full MerSETA study record.

## 12. The RMI Connect App

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The RMI Connect App went live on the 1st of October 2019, and we are wanting to keep the momentum going, for our Members to reap the benefits.

With that said, kindly visit your App Stores i.e. Apple Store / Play Store / Android Store, to download the App, to familiarise yourselves with the functionalities.

It would also benefit your business to share with your clientele, in that the App is solely developed to bring business to your doors / grow relations.

## 13. ARA Grading System

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ARA is hard at work to implement a Grading System for its Member businesses, and will soon be launched.

The Grading System will amongst other aspects provide Industry the quality assurance, and standards required to ensure that of quality (qualified) workmanship / Workshop (equipment / machinery / premises) requirements / housekeeping (job-card & invoicing systems) / OHS.

The Grading System will be incorporated with retention visits / SDF confirmation, in terms of training / gas-readiness, in terms of ARAs Gas-ready Workshops, project / and new business.



## **14. World Engine Remanufacturers’ Council**

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WERC was initially formed in London during 2007, but lost momentum over the years until the various country bodies re-established contact at Automechanika Frankfurt motoring exhibition, on September 13, where representatives within the ‘remanufactures’ trade sector, across the world - revived WERC; where our ARA NEC Chairperson have been nominated and seconded as the Council’s President elect.

It was agreed that a global body was needed to stimulate cooperation and knowledge sharing between WERC Associations. It was resolved that a global body would have more clout when dealing with some of the larger issues facing the Industry and would allow us to interact directly and on a level footing with other global organizations. The intention was to strengthen ties and to address issues faced by members around the world. It was noted that global issues could easily be resolved on an information-swap basis.

The purpose of WERC is in fact to create a world alliance of independent engine rebuilders in search of excellence in their work, better profitability and greater awareness of the new trends that disruptive technology is bringing into the engine rebuilding business.

The re-establishment of WERC is significant as it allows our industry to share global best practices and give the Engine Remanufacturer Trade Sub-Sector a unified voice in trade and industry matters. As a World Organisation, by taking hands – sharing ideas and information, approaching world Governments, Stakeholders and Suppliers; it will enable WERC to resolve mutual concerns faced by multiple countries. WERC will in all practicality be an extended benefit to the Engine Rebuilding (world) community (irrespective of the Country).

Since the re-establishment of WERC, global Membership / joined projects have increased. Collaboration between Countries have brought answers, and solutions to Industry matters. Numerous Meetings with global entities with the likes of Messe Frankfurt (Automechanika); and have since met in Brazil / Russia / Amsterdam / South Africa / America, and due to the global CoVID-19 pandemic outbreak – have had monthly virtual Meetings.




## 15. SABS – Quality & Standards

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The RMI and its various Associations, on SABS Committee Meetings, represent Industry at large and plays a significant role in quality assurance, standards and newly developed standards (where necessary) for the Retailer Motor Industry. It is of grave importance that the RMI and its respective Associations ensure that Membership is retained in both levels of status, through attendance of all relevant Meetings.

The importance of attendance cannot be stressed enough and along with the attendance, continuity of representation is crucial to the successful management of Standards on behalf of our Members.

### **Technical Committees (TCs) ARA are party to:**

-  TC 22/SC 05 - Construction of Motor Vehicles - Automotive Aftermarket Centre's;
-  TC 22/SC 09 - Construction of Motor Vehicles - Alternative Fuel Vehicles;
-  TC 22/SC 01 - Construction of Motor Vehicles – Braking.

## 16. Automotive Code of Conduct: Competition Commissioner

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ARA - Automotive Remanufacturers’ Association, is representing the Trade Sub-Sector: REMAN i.e. Automotive Machining / Diesel Fuel Injection / Automotive Components. To this extent the employment figures amount just within ARA are close to 3 000 employees alone.

The Competition Commission (appointed to prevent, and address anti-competitive behavior), a Government institution department namely the dtic (Department of Trade, Industry & Competition) provided a platform for Motor Industry stakeholders to openly discuss the matter, so as to best understand challenges / concerns existing in each sector (Automotive Manufacturing & Automotive Aftermarket Sectors), to ultimately reach a best approach in unison.

ARA played a significant role, representing its Member-base, as acted as voice for the REMAN Sub-Sector – by way of submitting continues comments as and when the Commission requested input from Industry Stakeholders.

# **ARA – Automotive Remanufacturers’ Association**

## ***2019 / 2020 – Annual Report***

The Commission decided to abandon any further attempts to produce a single voluntary code for the automotive industry. Mainly due to the substantial divergent views of the stakeholders and their lack of buy-in to the Code.

Instead, the decision is to convert the Code into a guideline of the Competitions Act for the automotive aftermarket. Which the Commission will apply in enforcing the Competitions Act and prosecuting any breach of the Act.

## **17. OHS - Complete Specialised Retail Solutions**

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Compliance is not a nice to have but rather a way to create a prosperous business and better life for all South African Citizens.

South Africa has numerous acts, regulations, directives, whitepapers, and SANS codes which governs the way we do business and live in harmony in our country. Without legislation it is impossible to govern and ensure the citizens of a country understand the roles and responsibilities of each person to have a prosperous life and business growth.

With the COVID-19 pandemic we have seen the strengths and weaknesses of our legislation and Governing Bodies. We have the opportunity to rectify these weaknesses and draw from the strengths we have seen. Things can change when they are in the light!

You as a legal citizen of our beautiful country have more power to change it than anybody else thanks to our Constitution!

**Let us look at a few examples with focus on COVID-19 and the way the Governing Bodies used the existing framework:**

# ARA – Automotive Remanufacturers’ Association

## 2019 / 2020 – Annual Report

LEGISLATION & GOVERNING BODIES	COMMENT
<b>ACTS / LAWS</b>	
DISASTER MANAGEMENT ACT	<p>Numerous concerns have been raised by industry and various governing bodies indicating the shortfalls in the act. The biggest of these for me would be the fact that the act allows for a National Command Council who has the legal right to develop and promulgate regulations at a drop of a hat. The NCCC don't have to follow the normal legislative route to change or implement new regulations. This goes against our overarching act the Constitution which allows you and me as the SA citizen to comment on proposed legislation changes or additions.</p>
<b>REGULATIONS &amp; DIRECTIVES</b>	
COVID-19 REGULATIONS	<p>All COVID-19 regulations and directives have been issued for implementation without consultation with SA citizens and industry initially. This has changed after a few court cases was lost by the NCCC where you will now hear ministers saying that they have consulted various bodies and industry before making a final decision on the regulations. The number of regulations is overwhelming and some even contradicting other acts and regulations.</p>
<b>STANDARDS</b>	
SANS 289:2016 - LABELLING REQUIREMENTS	<p>The COVID-19 regulations refer to the WHO requirements for disinfectants and sanitizers', yet we have sans codes which were not</p>

# ARA – Automotive Remanufacturers’ Association

## 2019 / 2020 – Annual Report

<p>SANS 490:2013 - DISINFECTANT ALCOHOL-BASED HANDRUB</p>	<p>referenced. Another concern is that the regulations don't reference SAHPRA, NRCS or SABS to approve a product before it is used in the market. Understandably the urgency to get the products to market would allow for some form of concession however this was not really thought through and our markets are flooded with non-compliant products</p>
<p><b>BEST PRACTICE</b></p>	
<p>COVID-19 MANAGEEMNT PLAN</p>	<p>A COVID-19 Management Plan is used to pull all the different legislative requirements together and identify what is required to safely open the business doors for trade and how to prevent the spread of the virus. This all starts with a risk assessment to understand where the risks would be and how to mitigate / control / eliminate the risks. Some of these controls have been included in the regulations e.g. wearing of masks, sanitise hands, medical screening. The Management plan and even the Compliance Officer have been included in legislation however the problem is most businesses don't understand how to conduct a health risk assessment or how to write a management plan. Those who run integrated systems or ISO systems will have no problem to do this but the normal medium to small business don't know what to do.</p>
<p><b>ACTS / LAWS</b></p>	
<p>OCCUAPTIONAL HEALTH AND SAFETY ACT</p>	<p>The Act is used to ensure the employer and employee is protected when at work. The act is self-regulatory and those who understand the act found the implementation of COVID-19 easy as it is just an extension of the</p>

# ARA – Automotive Remanufacturers’ Association

## 2019 / 2020 – Annual Report

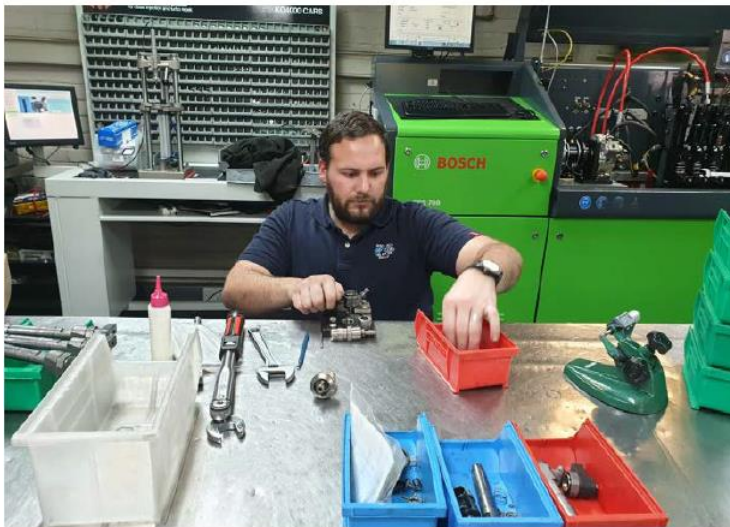
	existing management system to ensure compliance
<b>REGULATIONS</b>	
HAZARDOUS BIOLOGICAL AGENTS REGULATIONS	The Regulations attached to the OHSACT have been used successfully to manage the COVID-19 risk. The regulation refers to the health risk assessment and controls which would be required. This regulation however does need an update to have been reviewed to improve it with lessons learned. The new regulations have been issued for public comment.
<b>STANDARDS</b>	
SANS 289:2016 - LABELLING REQUIREMENTS	These standards SANS standards have been linked to the Hazardous Biological Agents Regulations and have been used by manufacturers and suppliers even before COVID-19. Where a business was compliant before COVID-19 it was just a matter of adding the COVID-19 specification to the existing system and requested an extension on the already approved products from SABS, SAHPRA and NRCS
SANS 490:2013 - DISINFECTANT ALCOHOL-BASED HANDRUB	
<b>BEST PRACTICE</b>	
INTEGRATED MANAGEEMNT SYTEMS	Where a business already managed an integrated system which include Health, Safety, Environment and Quality the implementation of COVID-19 would have been easy, and some controls would have been in place already.



## 18. Disability, no obstacle to success – Diesel Tech

RMI NEWS

### Disability is no obstacle to success in the motoring industry



"We often see remarkable people in our workspace, but when someone has faced obstacles and is able to find success, this is even more noteworthy," says Jakkie Olivier, CEO of the Retail Motor Industry Organisation (RMI). "An example of this triumph over adversity is Kyle Louw, a paraplegic in Bloemfontein. He is a daily reminder that there are incredible opportunities for people living with disabilities to work in the motoring industry as mechanics, salespeople, fitters and business owners, or whatever career path they might choose."

Kyle, who lost the use of his legs after an accident at age 13, had always been interested in fixing cars and was at his dad Clive's workshop every day after school to learn and to help. Clive started his business, Bloemfontein Diesel Tech, in 1995 to service and repair mechanical VE and inline pumps. This later expanded to include DENSO

common rail pump systems as well as full-service bays. Clive is also the Free State and Northern Cape representative of the South African Diesel Fuel Injection Association (SADFIA), a proud association of the RMI.

Clive passed on his love of the motoring industry to Kyle, who, after finishing high school, enrolled in an apprenticeship, passed his trade test, and became fully qualified six years ago. The workshop needed a few modifications to ensure he could work efficiently including adjusting the height on some workbenches and tables, and tweaking the equipment to allow him to slide under cars. With these adjustments Kyle has been able to do exactly the same work as his able-bodied colleagues, and his long-term goal is to take over the family business when his father retires.

"It's important to apply yourself, and put your heart and soul into your

work," says Kyle. "There are many ways to accommodate your disability so don't be afraid to apply for your dream job."

Olivier is excited about the motor industry becoming more inclusive and opening up more opportunities for everyone who is interested, "As an organisation RMI welcomes the participation of people living with disabilities into the workforce. We strongly believe in giving opportunities to all."



## **19. Diesel Fuel Injection: Trade Test Centre, at Bosch SA**

The ARA National office has engaged NAMB (National Artisan Moderation Body) and the relevant SETAs, to address the critical scarcity of trade testing facilities of the Diesel Fuel Injection Technician in South Africa.

As a direct result, ARAs NEC 1<sup>st</sup> Vice-Chairperson: Mr Chris Le Roux (who headed the project), the National Training Director: Mr Louis Van Huyssteen, the ARA National office, and RMI ARA Consultant: Mr Dave Stalker, have met with Stakeholders on a number of occasions, in realization of this project (over a substantial period of time).













Relevant Stakeholders have been engaged since project identification and is Robert Bosch SAs training division (headed by Mr Vinay Ramjattan & Mr Sebastian Prinsloo) currently taking bookings to perform DFI Trade Tests over a four-day period, wherein expert, and specialized training is the order of the day.

ARA is pleased to report that Bosch SA have completed DFI Trade Tests, and passed Apprentices successfully.



**Mr Dave Stalker, conducting DFI Trade Testing with an Apprentice**

## 20. ARA & RMI Relevant Articles

-  <https://rmi.org.za/95-or-93-octane-which-grade-of-petrol-is-best-for-your-car/>
-  <https://rmi.org.za/turbochargers-a-common-variable/>
-  <https://rmi.org.za/does-your-diesel-vehicle-have-the-winter-blues/>
-  <https://rmi.org.za/battery-technologies-for-electric-vehicles/>
-  <https://rmi.org.za/rmi-connect-the-app-for-you/>
-  <https://rmi.org.za/transportable-tradable-green-hydrogen-earmarked-to-replace-oil/>
-  <https://rmi.org.za/the-best-car-safety-tips-for-your-family/>
-  <https://rmi.org.za/the-future-of-connectivity-what-does-your-car-know-about-you/>
-  <https://rmi.org.za/bosch-is-searching-for-african-smart-mobility-start-ups/>
-  <https://rmi.org.za/automechanika-johannesburg-2019/>
-  <https://rmi.org.za/batteries-electric-vehicles-conference-2019-2/>
-  <https://rmi.org.za/changes-in-vehicles-fuel-systems-lead-to-increased-competition/>
-  <https://rmi.org.za/a-different-kind-of-welder/>
-  <https://rmi.org.za/car-maintenance-tips-to-save-you-money/>
-  <https://rmi.org.za/dealing-with-disputes-we-are-here-to-help/>
-  <https://rmi.org.za/fluid-loss-and-intermixing/>
-  <https://rmi.org.za/new-app-connects-industry-and-consumers/>
-  <https://rmi.org.za/the-future-of-vehicles-is-electric/>
-  <https://rmi.org.za/fuel-savings-tips-ahead-of-festive-season-crunch/>
-  <https://rmi.org.za/rmi-bags-silver-award-for-automechanika-stand/>
-  <https://rmi.org.za/industry-celebrates-as-first-trade-tests-done-at-bosch-trade-test-centre/>
-  <https://rmi.org.za/thrust-bearing-failures/>
-  <https://rmi.org.za/road-safety-safe-driving-tips/>
-  <https://rmi.org.za/thinking-of-buying-a-pre-owned-car-this-festive-season-heres-what-you-need-to-consider/>
-  <https://rmi.org.za/self-driving-vehicles-is-our-ict-ready-for-it-and-what-do-we-need-to-do-to-prepare/>
-  <https://rmi.org.za/understanding-camshafts/>
-  <https://rmi.org.za/sick-accident-and-maternity-pay-fund-annual-contribution-increase-benefits/>
-  <https://rmi.org.za/ara/>
-  <https://rmi.org.za/drivers-seat/>
-  <https://rmi.org.za/a-pre-journey-vehicle-check-before-a-driving-holiday-is-important/>
-  <https://rmi.org.za/understanding-your-basic-consumer-rights-as-a-motorist/>
-  <https://rmi.org.za/cleaner-is-better/>
-  <https://rmi.org.za/how-to-navigate-your-way-through-a-mechanics-workshop-when-you-know-nothing-about-cars/>
-  <https://rmi.org.za/motohealth-2020-benefits/>
-  <https://rmi.org.za/computers-on-wheels-dont-be-intimidated/>
-  <https://rmi.org.za/maintenance-is-crucial-as-motorists-keep-their-cars-for-more-than-10-years/>

# ARA – Automotive Remanufacturers’ Association

## 2019 / 2020 – Annual Report

-  <https://rmi.org.za/how-do-balloon-payments-work/>
-  <https://rmi.org.za/roadworthy-testing-of-the-future/>
-  <https://rmi.org.za/five-tips-for-keeping-your-clutch-in-good-shape/>
-  <https://rmi.org.za/retail-motor-industry-organisation-sends-urgent-appeal-to-busa-and-government/>
-  <https://rmi.org.za/how-to-break-in-a-rebuilt-engine/>
-  <https://rmi.org.za/the-automotive-industry-shares-its-covid-19-protocols/>
-  <https://rmi.org.za/seven-ways-to-save-money-on-your-fuel-bill/>
-  <https://rmi.org.za/getting-your-workplace-ready-for-covid-19/>
-  <https://rmi.org.za/alternative-energy-does-converting-to-gas-make-sense/>
-  <https://rmi.org.za/defensive-driving-tips-every-south-african-should-know/>
-  <https://rmi.org.za/driving-habits-that-could-be-damaging-your-car/>
-  <https://rmi.org.za/the-pros-and-cons-of-leasing-a-car/>
-  <https://rmi.org.za/mobility-is-essential-in-getting-the-economy-back-to-work/>
-  <https://rmi.org.za/resuming-business-after-lockdown/>
-  <https://rmi.org.za/occupational-health-and-the-motor-industry/>
-  <https://rmi.org.za/mechanical-engineering-not-just-about-dirty-overalls/>
-  <https://rmi.org.za/mechanical-engineering-not-just-about-dirty-overalls/>
-  <https://rmi.org.za/emergency-repairs-explained/>
-  <https://rmi.org.za/misa-calls-for-unity-to-minimise-job-losses/>
-  <https://rmi.org.za/a-glimpse-at-the-fuel-station-of-the-future/>
-  <https://rmi.org.za/pressure-mounts-to-release-key-vehicle-history-to-consumers/>
-  <https://rmi.org.za/debtors-and-creditors-a-fresh-legal-solution/>
-  <https://rmi.org.za/what-happens-to-used-lubricating-oil-in-sa/>
-  <https://rmi.org.za/procedural-fairness-in-disciplinary-proceedings/>
-  <https://rmi.org.za/all-hands-on-deck/>
-  <https://rmi.org.za/investing-in-the-future/>
-  <https://rmi.org.za/gas-conversion-programme-kicks-off-at-workshops/>
-  <https://rmi.org.za/the-case-for-electric-turbo-to-optimize-performance-efficiency-in-advanced-hybrid-powertrains/>
-  <https://rmi.org.za/moto-health-care-member-qa/>
-  <https://rmi.org.za/moto-health-care-member-qa/>
-  <https://rmi.org.za/motor-industry-ombudsman-of-south-africa-alternative-dispute-resolution/>

## 21. Honeywell Garret Turbocharger Training

Technical staff who have completed Level 1-3 of the excellent on-line training models brought to you by GARRETT - Advancing Motion, please take note of the upcoming Module 4 compiled by the infamous Trevor Cass. Modules 1-3 is available on request, and will be forwarded upon enquiry.

# ARA – Automotive Remanufacturers’ Association

## 2019 / 2020 – Annual Report

Over the past two years Mr Marc Henwood and Co. have requested GARRETT to compile an on-line training module for the Industry, this has largely been a South African initiative, they have obliged with coming out from Europe to present training to our Members, both ARA and MIWA, on more than one occasion - at their own expense.










They have also obliged us by compiling a multi-level training module with Level 4, to be released in July 2020. These training programs which we as an Association / Organization identified and requested are invaluable to our Members.

## 22. Summation (High-Level) of Project Activities

-  Various Web-Letter and Automobil content i.e. RMI ARA projects send to be published;
-  Various Trade Mark enquiries investigated and reported on;
-  ERA (ARA) Warranty Booklet, new stock ordered, due to its high demand in Industry;
-  ARA taking hands with MIWA i.e. MIWA’s HaynesPro initiative / project;
-  ARA was party to many Stakeholder discussions i.e. new business opportunities for RMI Members;
-  Close partnership with Industry Stakeholders such as Warranty companies, MIBCO, BUSA, NEASA, FRA, NUMSA, MISA, MerSETA, DoL, DTiC, NAMB, QCTO, ETQO, NCC etc. i.e. Industry projects;
-  Implementation (and continues updates) of RMI Strategic Objectives document for Associational governance;
-  Monthly Management (Dashboard) Reporting to the ARA NEC & RMI Top Management i.e. afresh, rolling-out or current projects, VAS (value-add-services), training, activities, achievements, stakeholder relations, financial variances, goals, new and future ventures and prospects, and priorities – respective to ARA;
-  Reaffirmation of Regional and National Committees;
-  EMC (Extended Management Team Meetings);
-  Product Offering Strategy i.e. NTM / NTM versus RMI ARA – Autonomy;
-  Honeywell Garret Training / MerSETA & MIBCO;
-  ARA Specific Occupational Grading;
-  Engine Grouping / Labour Rates;
-  Alternative Energies i.e. Gas (LPG, LNG etc.) & Hydrogen applications;
-  Almo Engineering Training Project X2 (Management & Current);
-  Liability Insurance;
-  Governing political party to be approached with Industry matters;
-  Alert Engine Parts / Masterparts;
-  Supplier Liability;
-  Oiltrap;
-  Wage Negotiations – ARA representativity;
-  EV – Electric Vehicles
-  National, and Regional Meetings, and AGMs
-  Automechanika – ARA Conference;







# ARA – Automotive Remanufacturers' Association

## 2019 / 2020 – Annual Report

-  Monthly WERC Meetings;
-  CBMT, Trade Testing;
-  Gen-sets / Load-Shedding;
-  AutoPlan (Program);
-  Imported Engines;
-  Industry 4.0;
-  Financials / Budgeting;
-  MIBCO benefit / update – brochure;
-  MWM Navistar, Collaboration.




















### 23. Summation (High-Level) Training Projects

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-  To develop a 'Engine (disassembler) Stripper' curriculum;
-  Engine Fitter qualification, public comment submitted to the QCTO / SAQA;
-  Indlela Training facility, dialogue in place to possibly rekindle both Automotive and Pump-Room Workshops;
-  Honeywell Garret Turbocharger Training, to be accredited through the MerSETA;
-  Brake Specialist - a best approach to be identified for Industry;
-  Collaboration with AERA i.e. the Engine Disassembler & Turbo Qualification/s.

### 24. Summation (High-Level) List of Local & International Partners

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-  MAHLE;
-  DRiV (Federal Mogul);
-  Sasol;
-  AutoPlan;
-  AutoSpecs (Aus.);
-  AERA – Prosis Pro (US);
-  Conarem (Brazil);
-  King's Bearings (Israel);
-  Garima Global (India);
-  MOTUS;
-  R2RSA / FIGIEFA
-  Bosch SA;
-  Diesel Electric;
-  Alert Engine Parts;
-  SAGAS;
-  Indy Oil;
-  FP Diesel;
-  ZF;
-  Wear Check SA;

# ARA – Automotive Remanufacturers’ Association

## 2019 / 2020 – Annual Report

-  MerSETA;
-  DoL, DTiC, and UIF;
-  MIBCO;
-  Atlas Copco;
-  EU – FIRM;
-  IMI (UK);
-  MWM - Navistar;
-  HaynesPro;
-  SABS;
-  WERC Members, consisting of World Countries i.e. North, Central & South America, Africa, Russia, China, India, Israel, South Africa etc.
-  IWEC (WERC Committee)
-  RMI4SURE;
-  RMI4LAW;
-  RMI4OHS;
-  RMI4BEE;
-  Automechanika / Messe Frankfurt;
-  Larry Jenkinson (Independent Technical Consultant);
-  Prof At Von Willich (Independent Technical Consultant);
-  MOTO Health Care;
-  SERR;
-  RMA.

## 25. Conclusion

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A special word of thanks to the ARA NEC – National Executive Committee, and the respective RECs - Regional Executive Committees, and of course the broader ARA Membership-base, for your continued support, playing an integral role in the betterment of the Motor Industry – despite the current economic climate. Since the announcement of the National Disaster, belonging became ever more-so critical – to ensure longevity of Member businesses, and business relations (service rendering) to the Motoring Public.

ARA Member-base pulled together in a time of change (referring to both the onslaught of CoVID-19, and implementation of the New Thinking Model - NTM), our sheer determination to adapt and unite – proved our business ethos, integrity, and character – resulting in business continuation, and growth.



# **ARA – Automotive Remanufacturers’ Association**








## ***2019 / 2020 – Annual Report***

Given the fact ARA remains relevant (and will continue to be), and very active over the last year (overcame numerous hurdles), in terms of project identification / economic climate, and management thereof / goals set and achieved; do we think it necessary to salute each Member of ARA - for your participation, expert input and working toward a unified goal.

As a collective we’ve done very well over this period and changed Industry for the better, much was achieved and will we have to build on that to grow even stronger, as a united body.

### **RMI ARA ... WHERE BELONGING MATTERS!**

**A sincere heartfelt thank you to –**

-  RMI Top & Senior Management;
-  RMI Board President, her Vice, and the RMI Board of Directors;
-  RMI National Training Director;
-  General & Regional Managers;
-  Head of Departments, and Associational Directors;
-  Extended Management Committee; and
-  Extended RMI (regional) Staff.

It is often said that that one need to lead by example (rarely by a spoken word) in order to demonstrate what’s possible / required to achieve goals.

The subsequence to aforementioned is imbedding confidence in and guidance to your Team - knowing that Team work will reap fruit, whilst moving forward as a unified body; by sharing the same goal. ARA can but only salute, stand in awe, of what must be the greatest leaders in the Motor Industry – leaders of the RMI, and its Constituent Associations (truly an honour be part of the Team).

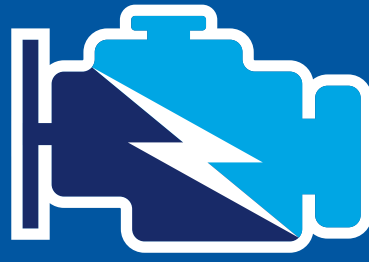
The ARA National Executive Committee and the National ARA office would like to thank RMI Leadership for setting an example (standard), providing guidance and focused (thought) leadership, past experiences i.e. best approaches, insights, calculated & strategic thinking and lastly embedding confidence in shaping the future of this office. The ARA National office; its NEC, RECs and broader Member-base can but only attest to what’s possible if we stand together (pulling together with fellow Associations i.e. NADA / MIWA / TEPA / VTA / SAMBRA / SAPRA / SAVABA).

## **ARA – Automotive Remanufacturers’ Association**

### ***2019 / 2020 – Annual Report***

A special thanks to Mr (Jakkie) Olivier: RMI CEO, Mr (Jan) Schoeman: RMI COO, Mr (Gary) McCraw: RMI Company & Board Secretary, and Ms Renee Coetsee: Financial Director; heading the Team (Industry) with an enormous task at hand, ensuing successful implementation of Government Regulations (and fearlessly fought at the highest Governmental levels, to ensure business returns, swiftly and speedily as possible – with the least amount of risk), Financial implication (sustainability - considering the substantial subscription discount provided to RMI Members), as well as successful implementation of the RMI Strategic Objectives.

**There’s “... Strength within Unity ...”**



**ARA**

# CODE OF ETHICS

**Accredited members of the Automotive Remanufacturers' Association (ARA), agree to adhere to its Code of Ethics, which is the basis of the motor industry's standard of best business practice.**

## **Workmanship**

- ⚡ To perform high-quality repairs.
- ⚡ To use only proven merchandise of high quality.
- ⚡ To employ suitably or appropriately qualified personnel.

## **Administration**

- ⚡ To provide the customer with a written price estimate for parts and work to be performed.
- ⚡ To obtain prior authorisation for all work done, in writing, or by other means satisfactory to the customer.
- ⚡ To furnish an itemised invoice for parts and services rendered.

## **Warranty**

- ⚡ To furnish and honour all warranties covering services completed.
- ⚡ To promote good will between all parties concerned.

## **Service excellence**

- ⚡ To notify the customer if appointments or completion promises cannot be kept.
- ⚡ To exercise reasonable care for the customer's property while in our possession.
- ⚡ To maintain a system for the fair settlement of customer complaints.
- ⚡ To uphold the high standards of our profession and always seek to correct any and all abuses within the motor industry.

## **Integrity and compliance**

- ⚡ To uphold the integrity of all members of the Automotive Remanufacturers' Association.
- ⚡ To always be in strict compliance with all related legislation, regulations and industry standards.

\_\_\_\_\_  
ARA MEMBER

\_\_\_\_\_  
MEMBERSHIP NUMBER

## APPLICATION FOR ACCREDITATION



Proud Association of  RMI

### ARA – AUTOMOTIVE REMANUFACTURERS’ ASSOCIATION

#### **CONDITIONS OF MEMBERSHIP**

Members of the RMI who have the necessary facilities, equipment and qualified staff to comply with the required standards, and are prepared to abide by the Code of Business Practice, may apply to become a member of the RMIs **AUTOMOTIVE REMANUFACTURERS’ ASSOCIATION.**

The business, which qualifies for entry with regard to equipment and personnel, shall be entitled to display the RMI and ARA emblem or other insignia, which indicates to the general public, that the business concerned is that of an ACCREDITED “ARA” ESTABLISHMENT as defined by the Association.

All ARA members must display the RMI ARA Logo on their premises, documents, vehicles and correspondence with Industry / Stakeholders / Clientele / Businesses.

The requirements shall prescribe conditions for membership, and upon the applicant obtaining membership shall apply as continuing conditions of membership.

Kindly complete the attached (relevant to your respective trade) documents and return to the relevant RMI ARA representative.



**GENERAL REQUIREMENTS**

**ACCREDITED MEMBERSHIP APPLICATION FORM**

Date of Application: ..... RMI Membership No: .....

Nominated Representative: .....

Company Name: .....

Proprietor: .....

Trading Name of Firm: .....

Address: ..... Code: .....

Tel: ..... Fax: .....

E-Mail: .....

Signature: .....

I/We wish to become a member of the Automotive Remanufacturers' Association and agree to be bound at all times by the required standards, rules and by-laws of ARA and the RMI.

**REFERENCES:**

Please nominate three (3) references from current RMI members or trade references, listing business names, address, contact person and telephone number:

- 1. \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_
- 2. \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_
- 3. \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_





**PLEASE NOTE:**

The ARA National Executive Committee (NEC) reserves the right to interview any applicant to the Association.

I/We, the undersigned have noted all the Rules and By-Laws incorporating the Code of Practice of the Automotive Remanufacturers' Association of the Retail Motor Industry Organisation and agree to abide by these Rules and By-Laws and Code of Practice.

I/We agree to abide by any ruling or decision of the ARA National Executive Committee (NEC) and solemnly declare that my / our business complies with the requirements of membership of the **AUTOMOTIVE REMANUFACTURERS' ASSOCIATION.**

I/We readily agree to an inspection of our premises, equipment, etc. by duly authorised member of the RMI staff or representative at any time during normal working hours.

I/We also agree that in the event of my / our ceasing to qualify for membership of this Association, I/We will immediately notify the RMI in writing of this fact and remove from display and advertising, the Organisational and Associational emblem.

I/We further undertake to abide by the aforementioned in the event of my/our membership subscription stop-order payments not being honoured timeously.

I (*the nominated representative*) \_\_\_\_\_ certify that the above information is true and correct.

Signed: \_\_\_\_\_ Designation: \_\_\_\_\_

**For office use only (observations / notes):**

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## APPLICATION (ACCREDITATION) REQUIREMENTS









### IMPORTANT TO NOTE:

-  For an Automotive Engineering establishment, please complete **ANNEXURE A**; inclusive of wholesalers, retailers and independent operators;
-  For an Automotive Component establishment, please complete **ANNEXURE B**, inclusive of wholesalers, retailers and independent operators;
-  For a Diesel Fuel Injection establishment, please complete **ANNEXURE C**, inclusive of wholesalers, retailers and independent operators.

### **Complimentary / assisting documents (attached), for business housekeeping (not essential for ARA accreditation):**

-  Introduction to OHS, 10 point-check;
-  First Aid Stock-kit;
-  RMI regional office addresses, and contact details.

### **Gas ready Workshop requirements (not essential for ARA accreditation):**

-  Lifting equipment from hoist to overhead crane depending on conversion;
-  Hot works and welding bay;
-  Flammable storage area, open and outside;
-  Exhaust gas analyser and diagnostic equipment;
-  5 Ample space for size of vehicle into workshop;
-  Auto-electrical and mechanical expertise;
-  ADR bay if working inside workshop or working on ADR vehicles;
-  OHS Act compliance related to gas handling.



## **BASIC REQUIREMENTS FOR ACCREDITATION OF AN ARA – AUTOMOTIVE REMANUFACTURER'S ESTABLISHMENT**

### **FACILITIES**

#### **1. Reception**

- ▣ The customer must be received at a reception desk or counter not used for normal administration duties;
- ▣ Must display the RMI Code of Conduct with the current year's membership disc;
- ▣ Housekeeping to be well maintained with reception areas being clean and tidy.

### **WORKSHOPS**

#### **1. Floors**

- ▣ Must be in a good condition.

#### **2. Signage**

- ▣ There must be sufficient signage to indicate services provided, facilities and customer/commercial restrictions;
- ▣ Must satisfy municipal and safety requirements.

#### **3. Lighting**

- ▣ Adequate lighting with no faulty globes or tubes.

#### **4. Ventilation**

- ▣ The working area must be well ventilated.

#### **5. Uniforms**

- ▣ Must be clean and of a uniform standard and colour.

#### **6. Technical Manuals**

- ▣ Must have workshop manuals for all popular makes.

#### **7. Covered Working Bays**

- ▣ General business to be conducted in a workshop, which is roofed and walled.



## NON-TECHNICAL REQUIREMENTS

### 1. ADMINISTRATION

#### 1.1 Job cards/Invoices

- Must include the facilities for the following information;
- Customer name;
- Contact name;
- Telephone number;
- Date;
- Details of work to be carried out;
- Parts and labour must be separately specified and priced;
- VAT to be reflected separately;
- All terms and conditions plus disclaimer to be displayed in the proximity of the customer's signature;
- Customer to authorise commencement of work and any special conditions/limitations.



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## ANNEXURE A

**BASIC REQUIREMENTS FOR GENERAL WORKSHOP EQUIPMENT, FOR AN AUTOMOTIVE ENGINEERING ESTABLISHMENT – MIBCO, CHAPTOR IV**

Description	Quantity	Comment
Arbor Press		
Hydraulic Press		
Artisans tools		
Bearing pullers (internal & external)		
Bench Drill		
Bench Grinder		
Creepers		
Trestles		
Trolley jack		
Piston Ring Compressor		
Pulley Extractor		
Tool Cupboard		
Vacuum Tester		
Welding Plant (electrical)		
Welding Plant (oxy-acetylene)		
Workbenches & Vices		
Compressor		
Micrometers*		
Verniers		
Torque Wrenches*		
Straight Edges		
Suitable Cleaning Equipment		
Cylinder Bore or Telescopic gauges		
Universal Milling Machine		
Flywheel / Brake Drum Lathe		
Dynamometer		

Suitable lifting equipment:	Tonnage		
Description			
1)			
2)			
3)			
4)			
5)			





**ARA**

**Briefly describe calibration procedures in place, if any -**

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**LIST OF SPECIALISED EQUIPMENT** (applications must conform to the required specialised equipment, in order to be considered)

Description		Quantity	Comment
1	Pressure Testing Equipment		
2	Crack Detector		
3	Cylinder Head Resurfacer		
4	Valve Refacer		
5	Valve Seat Machine		
6	Reboring Machine		
7	Lineboring Machine		
8	Cylinder Honing Machine		
9	Crankshaft Straightener		
10	Crankshaft Grinder		
11	Crankshaft Polisher		
12	Conrod Honing Machine		
13	Conrod Lathe		
14	Pin Borer		
15	Cap Refacer		
<b>Additional Machinery</b>			
1			
2			
3			

**For office use only (observations / notes):**

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**ANNEXURE B**

**BASIC REQUIREMENTS FOR ACCREDITATION OF AN AUTOMOTIVE COMPONENT ESTABLISHMENT / RADIATOR SPECIALIST**

Kindly indicate which type of membership and category you wish to apply for:

- |   |  |
|---|--|
|  Associate Membership:   | C1 Business Franchise: (if any) .....  |
|  Development Membership: | C2 .....                               |
|  Accredited Membership:  |  |
| • Radiator Repairer,  | C3 Product Franchise/s: (if any) ..... |
| • Air & Hydraulic Brake Component   | C4 .....                               |
| • Brake-shoes,  | C5 .....                               |
| • Brake-drums / Discs,  | C6 .....                               |
| • Clutch Covers and Driven Plates,  | C7.....                                |
| • Prop Shafts / Drive shafts,   | C8 .....                               |
| • C.V. Joints,  | C8 .....                               |
| • Steering Racks & Components,  | C9 .....                               |

**RADIATOR REPAIRERS****EQUIPMENT**

1.	Boil out compound bath	
2.	High pressure type water / air gun (paraffin / diesel or other types of cleaning unacceptable)	

**TESTING**

1.	Regulated air pressure for testing in bath under water	
2.	Pressure testing kit to pressure test in vehicle combustion testing kit	
3.	Anti-freeze and coolant tester	
4.	Test bath	

**WORKSHOP**

1.	Commonly used radiator clamping stand	
2.	Assembly stand for fitment of plastic tanks	
3.	Commonly used gas / air torches	



4.	Compressor	
5.	Arc Welder	
6.	Oxy / Acetylene sets	
7.	Spray booth - Balco specifications	
8.	Workshop table - legal authority requirements	
9.	Storage facilities	

### **MINIMUM STANDARDS**

#### **Workshop**

1.	A reasonable level of neatness and order must exist	
2.	No fire or chemical fumes hazard - easy movement	

#### **Reception**

3.	Reception area must be neat and tidy	
4.	RMI Code of Conduct and RRA Accreditation Certificate must be prominently displayed	

#### **Legal Requirements**

5.	Ventilation, lighting and safety precautions of workshop must comply with the requirements of the Occupational Health and Safety Act	
6.	Health and hygiene of staff	
	◆ A compulsory testing of lead levels in blood	
	◆ Designated areas for cleansing, eating etc.	
	◆ Must comply with OHS Act	

### **COMPONENT REMANUFACTURERS' – MIBCO, CHAPTER V**

**NOTE:** Firms that undertake the bonding of automotive brake disc pads will not be acceptable for registration.

1.	Components for reconditioning must be done in reasonable quantities for placing in stock to be used for exchange purposes.	
2.	The premises and machinery layout must provide for:	
	(a) clear demarcation between brake-shoe reconditioning, air hydraulic brake component reconditioning, clutch component reconditioning, brake drum/disc skimming activities	
	(b) physical demarcation between the reconditioning of the components mentioned in (a) above and the reconditioning of radiators/fuel tanks and/or prop shafts/CV joints	
	(c) a systematic flow of work from stripping and cleaning to final testing of components	



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3.	There must be satisfactory machinery and cleaning equipment for the reconditioning of components.	
4.	For brake shoe reconditioning (bonding/riveting) there must be:	
	(a) gas burner	
	(b) finishing machine	
	(c) sandblast or similar cleaning machine	
	(d) a thermostatic oven with pyrometric control and adequate circulation to ensure even temperature	
	(e) a radius grinder with calibrations for depth of cut and measuring gauges must be on hand	
	(f) riveting machine	
	(g) drilling machine	
	(h) bonding bands with turnbuckles	
	(i) finishing machine or side grinder	
5.	For reconditioning of air hydraulic brake components there must be:	
	(a) chemical cleaning bath and rinsing bath	
	(b) glass bead blaster	
	(c) bench grinder fitted with wire brush	
	(d) appropriate equipment for testing of airbrake components and hydraulic brake components (pressure hold and release etc.)	
	(e) cylinder honer	
	(f) compressor	
	(g) pneumatic or hydraulic press	
6.	For skimming of brake drums and discs there must be:	
	(a) a drum lathe	
	(b) a machine for skimming of brake discs	
	(c) brake drum grinder for removing hard spots	
	(d) dial gauge to measure run-out	
	(e) precision measuring instruments (vernier/micrometer etc.)	
7.	For reconditioning of clutch plates there must be:	
	(a) suitable cleaning equipment	
	(b) a drilling machine	
	(c) a riveting machine	
	(d) suitable bench mounted jigs/run-out mandrel to test trueness of plates	
8.	For reconditioning of clutch pressure plates there must be:	
	(a) suitable cleaning equipment	
	(b) a machine for grinding (refacing) of pressure plates	
	(c) a setting and stripping table with appropriate gauges	
	(d) a spring tester	
	(e) an appropriate pressure plate tester for testing overall pressure and release of unit	
	(f) a suitable machine for riveting diaphragm type pressure plates	



**ARA**

**NOTE:** All finger type and diaphragm type pressure plates must be completely stripped before reconditioning

9. For reconditioning of radiator, heat exchanger and fuel tanks, there must be:	
(a) a boil-out compound bath	
(b) high pressure type water/air gun	
(c) radiator/fuel tank clamping stand	
(d) gas flame/air torches	
(e) compressor	
(f) appropriate welding/soldering equipment	
(g) regulated air pressure bath for underwater testing	

10. For propshaft/CV joint reconditioning there must be:	
(a) suitable cleaning equipment	
(b) a propshaft balancing machine	
(c) appropriate welding equipment (CO <sup>2</sup> )	
(d) stripping tables	
(e) appropriate hand tools	
(f) hydraulic press	
(g) centre lathe and arbour press	
(h) suitable testing equipment	

11. There must be adequate supervision by adequately qualified technicians and satisfactory arrangements for regular testing of all the above mentioned components	
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**For office use only (observations / notes):**

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**ANNEXURE C****BASIC REQUIREMENTS FOR ACCREDITATION OF A DIESEL FUEL INJECTION ESTABLISHMENT**

Associate Membership: C1 .....

Development Membership: C2 .....

Accredited Membership:

 Franchise Workshop C3 .....

 Independent Workshop C4 .....

Business Franchise (if any) .....

Product Franchise/s (if any) .....

<b>Facilities:</b>	<b>Yes</b>	<b>No</b>
<b>Image</b>		
• Company signage		
• Vehicle signage		
<b>Use of RMI logo on:</b>		
• Company signage		
• Stationery		
• Company Vehicles		
<b>Product promotion</b>		
<b>Comment on general appearance</b>		
<b>Reception area</b>	<b>Yes</b>	<b>No</b>
Sales counter - not used for normal administration duties		
Display of RMI Code of Conduct with valid disc		
Good housekeeping of area		
Workshop/Admin offices separate from reception		
<b>Customer waiting facility</b>	<b>Yes</b>	<b>No</b>
Seating for clients with reading material		
<b>Customer refreshments</b>		
<b>Guarantee / Warranty Provided</b>	<b>Yes</b>	<b>No</b>
Displayed / Advertised / Printed		
Length of Warranty		



ARA

<b>Lighting</b>	<b>Yes</b>	<b>No</b>
Adequate lighting		
<b>Ventilation</b>	<b>Yes</b>	<b>No</b>
Is area ventilated		
<b>Other Requirement: Please provide the following information</b>		
Number of years in the business		Years
VAT number		
Import registration number		
What size are your premises, excluding parking?		Sq. m
<b>Other Requirement: Please provide the following information</b>		
	<b>Yes</b>	<b>No</b>
Do you own the property?		
Are you SABS 0166 compliant?		
If you import, are you registered with SABS?		
Do you offer a delivery service?		
Do you operate a computerized workshop management accounting system?		
<b>Franchise Status</b>	<b>Yes</b>	<b>No</b>
Indicate if part of a franchised group		
Which group:		
<b>Safety</b>	<b>Yes</b>	<b>No</b>
Does your equipment comply with the Occupational Health & Safety Act?		
Warning Signs: Facilities and customer/commercial restrictions (must satisfy safety requirements)		
Fire Extinguishers: Visibly placed and identified?		
Maintenance contracts up to date?		
<b>Employment</b>		
MIBCO reference number		
PAYE reference number		
UIF reference number		
Workmen's Compensation reference number		
<b>Employment</b>	<b>Yes</b>	<b>No</b>
Do you provide medical aid for your staff		
Do you provide pension/provident funds for staff		
Do you provide ongoing product training for staff		
Do you provide other training for staff		
If yes, details		



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Uniform / Corporate clothing provided		
Company / Franchise / RMI identification		
Staff complement:		
Sales / Admin		
Technical		
<b>Total</b>		
<b>Staff:</b>	<b>Yes</b>	<b>No</b>
Do you employ journeymen?		
Do you employ apprentices/learners?		
<b>Workroom</b>	<b>Yes</b>	<b>No</b>
Does your workroom comply with the Factories, Machinery & Building Work Act 22 of 1941?		
Is the size of the workroom sufficient?		
Is there sufficient ventilation in the workroom?		
Is the workroom dust & particle free?		
Is the workroom clean and tidy?		
Is there sufficient lighting in the workroom		
Does the heating system cause condensation?		
Do you provide ear protection for staff?		
Do you provide eye protection for staff?		
Do you have a bi-annual certificate of fitness for test bench/es and injector testers?		
Do you have a pressure test tank?		
<b>Cleaning Equipment</b>	<b>Yes</b>	<b>No</b>
Is protective clothing provided for the cleaning processes?		
Do you have a motorized wire brush & buff?		
Do you have an air compressor?		
Do you use an ultrasonic cleaning method?		
<b>General Equipment</b>	<b>Yes</b>	<b>No</b>
Do you have a workbench/es?		
Trays & containers to hold parts?		
Wet assembly tray with calibration fluid?		
Tool and test equipment storage facility?		
Three phase electrical and other supply?		
Technical literature and records?		
<b>Hand Tools</b>	<b>Yes</b>	<b>No</b>
Do you have the following tools:		
0-300nm torque wrench		
letter & figure punches		
0 - 150mm internal/external vernier caliper		
engraving tool		



0-5000r/m tachometer		
stopwatch graduated 0,1s		
spanners		
flare nut wrenches		
socket wrenches		
sealing pliers		
locking wire seals hexagon wrench keys		
and specialized tool kits		
<b>Test Bench</b>		
What type of test bench/es do you have?		
Which models?		
<b>Injector Test Equipment</b>	<b>Yes</b>	<b>No</b>
Do you have an injector test facility		
Do you have two spring injector tooling?		
<b>Do you have in-house capabilities to repair and test?</b>	<b>Yes</b>	<b>No</b>
Bosch Mw Type - Mechanical Governor		
Cav-Bosch-Zexel-Nippon Denso - A-Type Mechanical Governor		
A-Type Combined Governor		
Flange Mounted		
Bosch P-Type Turbocharged 1,2,3000 Series		
Bosch P-Type Turbocharged 7/8000 Series		
Bosch P-Type Non-Turbocharged 1,2,3000 Series		
Bosch P-Type Non-Turbocharged 7/8000 Series		
Bosch P-Type Turbocharged Electronic 6 Cyl		
Bosch H-Type Turbocharged Electronic 6 & 8 Cyl		
Rotary Fuel Pump Va & Ve		
Rotary Fuel Pump Ve Turbocharged		
Rotary Fuel Pump Ve Electronic 6,5,& 4 Cyl		
Dpa/Roto Diesel Pump		
Dpc/Dps Pump		
Stanadyne Pump		
Stanadyne Pump Electronic 6,4 & 3 Cyl		
Cummins-Pt		
Cummins-Pt With Afc		
Caterpillar Pump - Sleeve Metering		



**ARA**

Caterpillar Pump - Scroll Type		
Service Injectors / Renew Nozzle		
Recondition Cummins Injectors		
Recondition G.M. Injectors		
Recondition Unit Injector		
Recondition 2-Spring Injector		
Calibration Only		
Consumables / Sundry Kit		
Strip, Wash And Quote		
<b>General</b>	<b>Yes</b>	<b>No</b>
Do you service and/or repair Turbo's? If yes, please supply more details on equipment in use		
Do you offer electronic onboard diagnostics testing?		
Do you offer field service?		
Do you have a wheel dynamometer?		

**Briefly describe calibration procedures in place, if any -**

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**For office use only (observations / notes):**

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## 08

### Industry-specific Products and Business Benefits

The RMI offers **industry-specific products**, tailored to meet the needs of the industry it serves:

**RMI4Law:** 24-legal advisory service

**RMI4Sure:** Best-value short-term insurance

**RMI4OHS:** Occupational Health and Safety

**RMI4BEE:** Advice and assistance on B-BBEE matters, with an accreditation service and the compilation of a National B-BBEE register.

**Associational accreditation** ensures ongoing development and implementation of commercial value propositions specific to the Association.

## 01

### Communication and Media

The RMI is recognised in the media as the industry voice and is regularly invited to comment on industry topics by both print and broadcast media. The Association participates in and hosts numerous conventions and shows.

Members have access to the informative *Automobil* magazine and receive weekly web letters which not only facilitate two-way communication, but keep Members abreast of developments in a highly dynamic industry.

## 02

### Quality and Standards

The RMI and its Associations represent the Industry at various **South African Bureau of Standards (SABS)** committees and working groups.

## 03

### Labour Relations Seminars

Members have access to **Industry labour relations seminars** focused on the rules, agreements and industry-specific topics that affect retail motor industry businesses.

## 04

### Advice, Support and Assistance

- **Professional industrial relations advice** by specialists, ensuring procedural and substantive fairness with disciplining staff.
- Support with **charring disciplinary hearings** and automatic entry and representation at the CCMA, DRC and Labour Court.
- **Exceptional CPA support and member assistance** during defence cases at the National Consumer Commission (NCC) and the Motor Industry Ombudsman of South Africa (MIOSA).
- **Facilitation of complaints** between RMI Members, with a complaint resolution rate in excess of 95%.

## 05

### Representation

Members enjoy **RMI presentation** at often volatile and disruptive centralised wage negotiations.

Representation at various **MIBCO and Industry-related Boards** and committee structures.

Representation at the **National Regulator for Compulsory Specifications (NRCS)**, defending our industry when compulsory specifications and standards are compromised.

Representation at the **Moto Health Care Fund, Industry Provident Funds and the Sick, Accident & Maternity Pay Fund.**

**Affiliation to reputable organisations** recognised by Government, big business, consumers and relevant stakeholders, such as Business Unity SA (BUSAS).

## 07

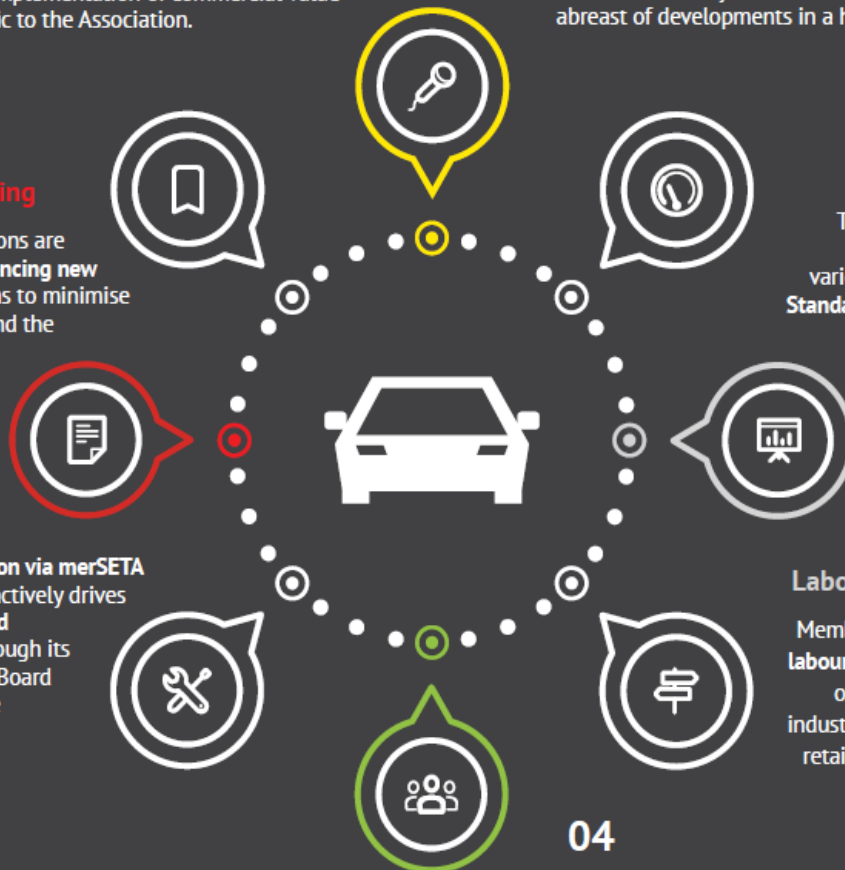
### Influencing & Lobbying

The RMI and its Associations are **actively involved in influencing new legislation** and regulations to minimise the impact on business and the industry it serves.

## 06

### Training

**Training and representation via merSETA and W&RSETA.** The RMI actively drives industry-wide **training and apprenticeship issues** through its position on the merSETA Board and involvement with the Technica manuals.





2019-12-10

To :- All Members of the RMI

Dear Member,

### **SICK-, ACCIDENT- AND MATERNITY PAY FUND – ANNUAL CONTRIBUTION INCREASE & BENEFITS**

The weekly contribution towards the MIBCO Sick-, Accident- and Maternity Pay Fund will not increase in 2020. The following rates will therefore continue to apply from the 01 January 2020 to 31 December 2020.

<b>Table 1</b>	<b>Sick Fund</b>	<b>Maternity Fund</b>	<b>Death &amp; Funeral</b>	<b>Total New Contribution</b>
<b>Male</b>	R14.99	-	R3.50	R18.49
<b>Female</b>	R14.99	R7.06	R3.50	R25.55

We are pleased to inform participating employees that, with effect from the 1<sup>st</sup> January 2020, all employees registered on the Fund will receive the following additional benefits after 8 consecutive weeks' contributions:

1. A death benefit of **R20,000.00** per Fund member (increased from R15,000.00), upon the passing of the member;
2. A funeral benefit of **R10,000.00** for the Fund member, as well as his / her spouse / partner, children between the ages of 14 and 18 and **R7,000.00** for children under the age of 14, to a maximum of three claims per year (an existing benefit); and
3. A funeral benefit of **R7,000.00** in the case of the still-birth of a child of the member (new benefit).

**All death- and funeral benefit-related queries may be directed to MISA on call centre number: 086 099 4147 or email [info@ms.org.za](mailto:info@ms.org.za).**

We remind employers that participation in the Fund is restricted to paid-up members of the **RMI** only, with membership being compulsory for employees that are members of the Motor Industry Staff Association (**MISA**). All non-MISA members, employed by RMI-registered employers, may participate in the Fund on a voluntary basis.

Below is a summary of benefits accruing to employees that are members of the Fund:

#### **MISA Members:**

Sick leave – first 10 days at 100% of wages / salaries.

Next 5 days at 50% of wages / salaries.

Employers will pay the MISA members directly and claim the benefit back from the Fund afterwards.

## **All Other Employees:**

Sick leave - 15 days at 75% of wages / salaries.

## **Other Benefits, for all Employees:**

Accident Pay - Up to 40 days at 75% of wages / salaries.

Maternity Pay - Up to 17 weeks at 30% of wages / salaries.

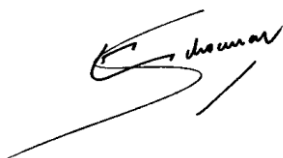
All queries relating to sick, accident and maternity leave should be directed to the RMI.  
Contact details appear below:

<b>-Johannesburg</b> Tel: (011) 886 6300 Regional Manager: Jeff Molefe IR specialist: Phuti Manamela	<b>-Pretoria</b> Tel: (012) 348 9311 Regional Manager: Jeff Molefe IR specialist: Tsepo Mohlakoana
<b>-Durban</b> Tel: (031) 266 7031 Regional Manager: Julian Pillay IR specialist: Janina Kalidass	<b>-Bloemfontein</b> Tel: (051) 430 3294 Regional Manager: Jacques Viljoen IR specialist: Jacques Viljoen
<b>-Cape Town</b> Tel: (021) 939 9440 Regional Manager: Joy Oldale IR specialist: Brent Barichiev IR specialist: Johanita Olivier	<b>-Port Elizabeth</b> Tel: (041) 364 0070 Regional Manager: Erwin Stroebel IR specialist: Eckhardt Oelofse

Should you have any questions or queries arising from this update, please do not hesitate to contact any one of the RMI's Regional Offices.

Kind regards,

**For and on behalf of the RETAIL MOTOR INDUSTRY ORGANISATION**



**JAN G SCHOEMAN**  
**CHIEF OPERATIONS OFFICER**  
**RETAIL MOTOR INDUSTRY ORGANISATION**

RMI - Retail Motor Industry Organisation  
Jakkie Olivier Chief Executive Officer

tel: +27 11 886 6300  
330 Surrey Avenue, Ferndale  
Randburg, 2194, Gauteng  
P. O. Box 2940, Randburg, 2125  
www.rmi.org.za

Reg. No: LR 26345





## ARA / SADFIA / ACRA 10 POINT INTRODUCTION CHECK LIST TO OCCUPATIONAL HEALTH & SAFETY COMPLIANCE in Conjunction with Complete Specialized Retail Solutions

All of the below points are in accordance with the Occupational Health and Safety Act 85 of 1993, BUT it is important to Note that this ARA 10 Point Introduction Checklist is merely an Introduction and that the Act MUST be consulted for a Full List of Mandatory Requirements.

<b>REQUIREMENTS FOR THE HEALTH &amp; SAFETY FILE</b>		<b>YES</b>	<b>NO</b>
<u>1</u>	<b><u>Company HSE Administration Requirements</u></b>		
	- Company Registration Documents		
	- EMP 201		
	- SARS Tax Clearance Certificate		
	- Proof of Registration with Compensation Fund (Letter of Good Standing)		
	- Proof of Registration with Unemployment Insurance Fund (Letter of Good Standing)		
	- List of All Company & Emergency Contact Numbers		
	- All Employee ID Documents		
	- Employees Medicals		
	- Employees PPE Registers		
	- Electrical Certificate of Compliance (Not older than 2 Years)		
	- Health & Safety policy of company which is to be signed and reviewed annually		
	- Smoking Policy signed by owner and displayed		
	- Baseline Risk Assessment per area available		
	- Incident & accident Register		
	- Quarterly Health and Safety meeting minutes		
	- Material Safety Data Sheets for all chemicals used classified as a table 1, 2 or 3. These are to be provided by supplier		
	- Environmental disposal certificates: for hazardous waste		
	- Evidence of Fire Drill (2 per Annum)		
	- Posters Health & Safety Act / EE / Basic Conditions of Employment (MIBCO) Displayed		
	- Emergency escape plan and procedure		
	- Evidence of Fire Drills held, twice per annum		
	- Record of Basic Safety Induction for all staff, with signatures of all employees		
	- Emergency Procedures		
	- Emergency exits		
	- Firefighting appliances		
	- Fire drills		
	- Evacuation procedures		

1



	- First aider (where applicable) and location of first aid station		
	- Health and safety responsibilities, including those specified by legislation		
	- Reporting of injuries, unsafe conditions		
	- Use of personal protective equipment		
	- Right to refuse hazardous work		
	- Hazards		
<u>2</u>	<b><u>LEGAL HEALTH &amp; SAFETY APPOINTMENTS AS PER OHS ACT OF 1993(Appointees MUST have received the Appropriate Training pertaining to the Appointment)</u></b>		
	- 16.1(Director)		
	- 16.2(Manager)		
	- Health & Safety Representative		
	- Risk Assessor		
	- Incident Investigator		
	- Emergency Co Ordinator		
	- 1St Aider		
	- Fire Fighter		
	- Fire Marshall		
<u>3</u>	<b><u>SIGNAGE</u></b>		
	- Plain glass doors marked with Push/Pull with decals		
	- Proper handrails on stairs with Green SANS signage (Man holding handrail)		
	- Pillars in walkways to have decals, pictures or notices attached		
	- Warning signs on steps, stairs, electricity supply, hazardous materials		
	- Height changes identified		
	- PPC Personal Protective clothing available and in use		
	- PPE Personal Protective Equipment available and in use		
	- Warning signs, notices & labels showing PPE available		
	- Warning signs, notices & labels showing Access Restricted		
	- Warning signs, notices & labels showing disclaimer		
	- Warning signs, notices & labels showing CCTV monitoring		
	- Warning signs, notices & labels showing evacuations		
	- Fire extinguishers & hoses signage		
	- No entry signage		
	- Non-Smoking signage		
	- Emergency escape route signage (Green man running & arrow)		
	- Emergency Assembly Point		
	- Toilets for staff clearly marked for each sex		



<b><u>4</u></b>	<b><u>Requirements for the premises</u></b>		
	- Lockers for staff		
	- Toilets for male and female staff members with hand washing and drying		
	- Dining area with adequate seating in form of chairs and benches for the maximum number of employees		
<b><u>5</u></b>	<b><u>Stocked First Aid Kit – See List Attached</u></b>		
	- First Aid Box locked		
	- Book in First Aid Box		
	- Pen in First Aid Box		
	- Stock List stuck on First Aid Box lid		
	- Incident Report Available		
	- Valid First Aider Certificate available		
<b><u>6</u></b>	<b><u>Fire Extinguishers</u></b>		
	- Correct & sufficient Fire Extinguishers provided		
	- Fire Extinguishers are accessible		
	- Fire Extinguishers correctly positioned		
	- Are any Fire extinguishers due for annual service		
	- Are any seals broken or missing		
	- Are all pressure needles in the green		
	- Any units showing signs of corrosion / rust?		
	- SABS label on unit?		
	- Are any discharge hose assembly missing or damaged?		
	- Are all extinguishers mounted?		
	- Are any fire hose reels due for annual service?		
<b><u>7</u></b>	<b><u>Mechanical Dangers, Hazards &amp; Risks [Safety]</u></b>		
	- Boilers & registers available		
	- Gas cylinders if present is stored safely and NO rust or damage is present		
	- Air Hoses are in good working condition		
	- Storage areas are ventilated and secure		
	- Ventilation surveys (Spray painting etc)		
	- Ladders are inspected regularly		
	- Lifting Equipment Labelled with safe working load		
	- Lifting equipment operator training records		

	- Lifts / Hoists Servicing up to date (Hoist 2/4 Post, Engine Cranes, Trolley Jacks, Hydraulic pumps) & load test certificates (Hoist 2/4 Post)?		
	- Lock Out / Tag Out Facilities		
	- Pressure vessels / Compressors & Service registers available (Test Certificate to be done every 36 months)		
	- Machine Guards / Covers in use		
	- Pressure vessels / Compressors in a safe locked and ventilated area		
	- Pressure vessels / Compressors clearly marked with appropriate signage		
	- Tools maintenance check list in place / in use		
	- Vehicles for call outs available		
	- Compressor on board		
	- 1st Aid Kit on board		
	- Fire extinguisher on board		
	- Safety Signage on vehicle		
	- Trolleys in working condition		
	- Equipment maintenance schedule in place / in use		
<u>8</u>	<b><u>Registers for all the below items</u></b>		
	- Portable Electrical tools register		
	- Gas cutting equipment register		
	- Compressor and Pressure Equipment register		
	- Lifting tackle (Chain / Slings / Ropes / Trestles) Register		
	- Portable Ladder Inspection Register		
	- Lifting Equipment (Hoist 2/4 Post, Engine Cranes, Trolley Jacks, Hydraulic pumps, Gearbox Hoist) register		
<u>9</u>	Safe work procedures for all tasks and operating of tools; machinery; safe handling of substances		
<u>10</u>	Specific Workplace Permits in use ex. Hot Works Permit		

### **OHS Act Compliance with ARA and Complete Specialized Retail Solutions**

#### **Don't be fooled this is a one stop solution**

**ARA** has entered into a Service Level Agreement with, Complete Specialized Retail Solutions (CSRS) wherein a preferential rate has been negotiated for a full-service Occupational Health and Safety solution.

The service covering aspects, of legal file compilation, staff training, Fire Drills, Risk Assessments and ongoing compliance support.

Call **Peter** on **072 787 5503 OR e mail: peter@csrs.co.za**

**MEDIKIT 312TBPL (BASIC IND 100 PPL)**

	Qty
CPR MOUTHPIECE YMS	2
YMS PAPER TAPE 25mm x 3M (MEDIKIT)	1
TRIANG BANDAGE DISP 1	4
GLOVES LATEX - LARGE 1PR #	2
GLOVES LATEX - MEDIUM 1PR #	2
SAFETY PINS BUNCH OF 10 #	1
YMS CONF BANDAGE /10's 75mmX4.5M	0.4
YMS CONF BANDAGE /10's 100mmX4.5M	0.4
EMERGENCY INFO SHEET 1	1
TWEEZER N/P	1
YMS PLASTER STRIPS 10 #	1
MEDIKIT CONT - TBPL NO 2 (PP) 2217	1
COTTON WOOL HQ 50G **	2
CETRIMIDE 1% WOUND CLEANSER 100ML	1
SCISSORS - FIRST AID	1
MEDISPLINT SPU [ND] ARM #	2
YMS F A D NO 3 - 75mm X 100mm	4
BURN RELIEF DRESSING 10 X 10 YMS	1
GAUZE SWABS - 75mmx75mm 5 STERILE	2
YMS F A D NO 4 - 150mm X 200mm 4.5M BAN	4
GAUZE SWABS - 50mmx50mm 8PLY100	1
YMS FABRIC PLASTER TAN 25mm X 3M HC	1
BLOOD SPILL PAK - YMS	1

# CONSTITUENT ASSOCIATIONS



## A DRIVING FORCE IN SOUTH AFRICA'S AUTOMOTIVE AFTERMARKET

The Retail Motor Industry Organisation is a proactive, relevant, retail and associated motor industry organisation recognised as the leading voice in South Africa's automotive aftermarket. It serves the daily needs of its members and plays a key role in enabling motor traders to deliver a superior service to motoring consumers. Eight Associations fall proudly under the RMI umbrella. Inter-associational business-to-business trading is encouraged in the interests of all stakeholders.



ARA

### **ARA - Automotive Remanufacturers' Association**

ARA represents the remanufacturing trade sector. This includes component remanufacturers involved in safety-critical components, inclusive of but not limited to vehicle cooling, turbocharger and braking systems; automotive engineers who machine and remanufacture engine components by way of expert engineering – ultimately rebuilding engines to its original specifications; and specialists in the repair, servicing and remanufacturing of diesel fuel injection systems fitted to diesel engines in earth moving equipment, highway trucks, stationary engines and passenger vehicles. ARA promotes the responsible reuse of remanufactured engine components for a 'greener' environment (carbon footprint). Its members are dedicated to providing consumers with only the best of advice, finest service delivery, and highest quality workmanship.



SAPRA

### **SAPRA - South African Petroleum Retailers' Association**

SAPRA represents the interests of all petroleum retailers in South Africa. Its aim is to improve growth and profitability for the investor. SAPRA plays an important role in tracking global and local trends that affect sustainability and help retailers remain relevant in an ever-changing business environment. Retailers voice concerns through one of the seven regional chairs strategically located around the country, into a National Executive Committee (NEC), where strategy and solutions are developed. This bottom up approach is a fundamental SAPRA imperative.



SAVABA

### **SAVABA - South African Vehicle and Bodybuilders' Association**

SAVABA members are professional, certified and regulated vehicle body builders in South Africa who manufacture commercial vehicle body applications (tanker, coal, refrigerated trucks and trailers) and bus bodies (commuter and tourist type). Members manufacture using the latest equipment and highly trained staff to ensure strict compliance with NRCS regulations; SABS standards and all other legal specifications and requirements.

miwa

### **MIWA - Motor Industry Workshop Association**

MIWA, the Independent Workshop Association, representing general repairs, auto electrical; air conditioning; accessories and fitment as well as transmission and driveline workshops strives to remain ahead of the ever-changing technologies and best practices of the aftermarket motor industry. MIWA encourages members to support inter-associational, business-to-business trading with a view to strengthen the RMI. MIWA remains the leading resource for members ensuring continued relevance and sustainability.



NADA

### **NADA - National Automobile Dealers' Association**

NADA represents the interests of business people who own or operate new motor vehicle and motorcycle franchise dealerships and qualifying used motor vehicle and motorcycle outlets. NADA is committed to the image enhancement of the retail motor business, facilitating the interface between dealers and OEMs; importers and distributors; building relationships between dealers and customers and bringing relevant industry issues to the attention of government. NADA is the respected voice on all matters relating to motor vehicle and motorcycle dealer business.



SAMBRA

### **SAMBRA - South African Motor Body Repairers' Association**

SAMBRA is the pre-eminent motor body repair association in South Africa representing the majority of accredited motor body repairers. SAMBRA's grading system, which was introduced over 30 years ago, regulates repair standards in the motor body repair industry in South Africa and instils confidence in consumers and industry stakeholders alike. The Association works in close collaboration with various key industry stakeholders including Insurers, Original Equipment Suppliers, paint and equipment suppliers, the labour department and trade unions, as well as related SETAs – to maintain industry sustainability and development. It ensures the provision of technical and business management skills training in order for members to meet the demands of the industry.



TEPA

### **TEPA - Tyre, Equipment, Parts Association**

TEPA represents tyre dealers; garage/workshop equipment and tool importers and distributors; auto part wholesalers, retailers and independent operators in the aftermarket motor parts industry as well as manufacturers and importers of parts for the automotive aftermarket. The members of TEPA represent, promote, sell and endorse the use of legitimate, bona fide, quality branded products. TEPA members also export parts, equipment and components into Africa and other countries in the world. TEPA encourages at all times inter-associational RMI business-to-business trading, intent on strengthening the RMI Organisation as a whole. TEPA is seen as the mark of integrity and fair trade for the consumer, the business operator and the government. The Association is the legitimate voice of the tyre, equipment, and parts industry in South Africa and is positioned as an intermediary between government, business, and the consumer.



VTA

### **VTA - Vehicle Testing Association**

The VTA represents private vehicle testing stations that are committed to operating within the law in accordance with the Road Traffic Act and the relevant SANS standards. In this highly regulated environment, the association represents the interests of its members at government level working groups and is committed to enhancing the reputation of the industry in all the spheres.

WE ARE BETTER TOGETHER



### **HEAD OFFICE** [www.rmi.org.za](http://www.rmi.org.za)

Randburg, Gauteng tel: +27 11 886 6300

Surrey Square Office Park, 330 Surrey Avenue, Ferndale, Randburg, 2194, Gauteng, P. O. Box 2940, Randburg, 2125

### **REGIONAL OFFICES**

Highveld: Randburg tel: +27 11 886 6300, Northern: Pretoria tel: +27 12 348 9311, KwaZulu-Natal: Durban tel: +27 31 266 7031

Eastern Cape/Border: Port Elizabeth tel: +27 41 364 0070, Western Cape: Cape Town tel: +27 21 939 9440,

Free State Northern Cape: Bloemfontein tel: +27 51 430 3294

# RMI FEATURE



## A new shift in direction



Where belonging matters



miwa



**The Retail Motor Industry Organisation (RMI) has played a definitive role in the motoring industry of South Africa ever since its inception in 1908. It has a proud heritage, representing almost 8 000 members nationally. The RMI brand is locally and internationally recognised for the key role it plays in ensuring its members deliver top class service to motoring customers**

“We are now excited to be shifting gear and looking to the future as part of our New Thinking Model (NTM),” says Jakkie Olivier, CEO of RMI. Olivier says the organisation has embarked on an evolution, not only of what the brand stands for, but how it is represented.

Olivier explains that this was not a change purely for change sake. The primary objective of the design brief was to unify a group of 13 different constituent association’s logos that have developed at different times and in different ways.

“Our aim,” says Olivier, “was to consolidate and unify all logos as a family that could live together in a group well into the future under the RMI umbrella, without the confusion of the previous logos. It was also the ideal time to look at new identities as many of our associations have merged in line with our new business model. Earlier in the year we took the decision to consolidate some of our associations into stronger, more aligned businesses.”

Olivier says the organisation has effectively moved from having 13 different associations to eight strong associations all falling under the strong RMI brand.





## Associations explained

### **TEPA - Tyre, Equipment, Parts Association.**

The Motor Parts and Equipment Association (MPEA), the Motor Industry Manufacturers' Association (MIIMA) and the Tyre Dealers' and Fitment Association (TDAFA), have consolidated under the new TEPA brand.

### **ARA - Automotive Remanufacturers' Association.**

The three specialist fields within the remanufacturers' trade sector of the motor industry - ERA (Engine Remanufacturers' Association - automotive engineers), SADFIA (South African Diesel Fuel Injection Association - injectors and fuel pumps), and ACRA (Automotive Components Remanufacturers' Association - various components) have all consolidated under one strong new brand.

### **NADA - National Automobile Dealers' Association.**

NADA now incorporates the Motorcycle Dealers' Association (MDA).

Complementing these three new entities are the balance of the associations including:

**SAMBRA – South African Motor Body Repairers' Association**

**MIWA – Motor Industry Workshop Association**

**SAVABA – South African Vehicle and Bodybuilders' Association**

**SAPRA – South African Petroleum Retailers' Association**

**VTA – Vehicle Testing Association**




The re-design would not have been complete without looking at the overarching RMI brand. The new RMI has retained its oval shape and has been reduced to two strong colours giving it a fresh and modern appeal without losing any of its rich heritage.

The new logos have been specially designed using a common custom-made font and a limited palette of colours to further unify the RMI family. Careful attention has been paid to ensure the logos are strong and impactful to work at various sizes and across multiple platforms. The unifying mark – Proud Association of RMI – will unite and pull all the various logos together to present a united and professional front.

“The RMI and its associations have a very strong heritage and legacy and we were careful in the redesign not to lose any of this history which is so important to all our members and key stakeholders,” says Olivier.

The result is a dynamic family of modernised and unified logos all working well under one umbrella group. They are unique from each other and separate from the strong RMI brand.

“We will be rolling out all of the new logos over the next couple of months so you can look forward to some exciting changes. We are paving the way for the RMI to be established and registered as a Professional Body for Automotive designations. Once implemented this will professionalise jobs in the automotive industry. We hope you are as excited about the new corporate identity as we are. It is much more than an aesthetic change – it is an identity that reflects our transforming modern organisation,” concludes Olivier. 



# PROUD RMI ASSOCIATIONS



**RMI** – The RMI is the umbrella body under which each of the eight proud associations fall. It has a proud heritage as the leading voice in South Africa’s automotive aftermarket and care has been taken to retain this legacy while at the same time modernising the logo to reflect a new shift in direction and energy. The RMI logo is the most visible part of our identity as it represents a guarantee of professionalism and peace of mind.



**ARA**

– The consolidation of three similar strong trade sector associations operating together in the remanufacturing trade sector formed the foundation of the new logo. The universally recognised engine icon was used as the central design. It is made up of three colours that represent the three amalgamated strengths namely: automotive engineering, automotive components and diesel fuel injection. The spark, strategically placed in the centre, is a powerful symbol of a healthy engine. It symbolises igniting a remanufactured engine and refers to new beginnings.



**MIWA** – The MIWA logo has retained its strong red heritage of

an association that represents independent aftermarket workshops, but has been modernised and simplified. It is still instantly recognisable but projects a fresher image which stands proudly for quality and superior workmanship. The modern icon represents our committed approach to supporting change in the industry, and preparing for future technology.



**NADA**

– The new NADA logo facilitates the interface between dealers, OEMs, importers, government and other key stakeholders. This two-way communication is at the heart of what NADA does best in finding

dynamic solutions to dealer issues. The two-way flow, coupled with the diagonal lines of the existing logo, has been built into a dynamic ‘N’ shape that is bold and unique. It retains its heritage blue so that the colour, the name and the ‘N’ all speak of NADA – but in a fresh and exciting way.



**SAMBRA**

– The SAMBRA logo has taken the universal imagery of a handshake as inspiration. It represents a stylistic representation of hands about to interlock and an ‘S’ is visible in the negative space. The two hands interlock in perfect symmetry. The imagery represents the role SAMBRA plays in taking the hands of those in need and connecting customers with a reputable and reliable partner. It talks to its focus on building connections, embracing change and rewarding excellence.



**SAPRA**

– A striking new symbol representing a simple drop of fuel is used as the indicator needle on a fuel gauge. The needle points to the full side of the dial speaking of the positive attitude that epitomises SAPRA. The needle is purposely not red but depicted in a stylised petrol green colour to further tell the SAPRA story of representing and promoting the interests of petroleum retailers in South Africa.



**SAVABA**

– Body panels are shaped into cylinders that make up an ‘S’ in a very stable, geometric style. This makes for a strong balanced symbol and also speaks of the discipline and precision that goes into crafting the final products. The tubes that make up the symbol appear to be both travelling towards the viewer and away from the viewer at the same time, helping to create the feeling of three-dimensional space.




**TEPA**

– As the legitimate voice of the tyre, equipment, and parts industry in South Africa, the logo of this newly-consolidated association depicts the multi-directional business and interactions between members and the intermediary role played between, business, the consumer and government. The strong ‘T’ represents multiple roads to and from the new association, over a circle of 360 degrees. This binds all these components together from all directions.



**VTA**

– The circular shape of the logo speaks of the motoring industry – from wheels to cogs to street signs. The tick is a widely used symbol – from academics to heart-friendly ingredients. With VTA representing private vehicle testing stations in South Africa, the symbol aptly symbolises certification and endorsement. The design has been simplified while retaining the heritage of the known and trusted symbol of the tick mark. 



# Looking back and pushing forward

**2019 was a year to be reckoned with, marked by a struggling economy, political and social turmoil and low consumer and business confidence**

**"** Financial pressure on consumers continued to increase during the year, which impacted on our members, associations and the RMI as a whole," says RMI CEO, Jakkie Olivier. "Despite this, and many business closures, the RMI's strong drive on member retention ensured a growth in membership numbers."

He says prudent financial management continued to pay off and the RMI's financial position remained strong at the end of the financial year in June 2019. "Our financials reflect surpluses, a position that is expected to extend into the 2020 budget, with the upward trend anticipated to continue."

Subscription revenue rose and the RMI's improved credit control, quicker membership subscription recovery and higher interest earned on investments contributed to a satisfactory increase in revenue of 5% for the period under review (July 2018 to June 2019).

"Our two Department of Higher Education and Training (DHET) initiatives for Automotive Motor Mechanic and Diesel Mechanic Trades will continue to generate ongoing income until completion in 2022," says Olivier.

Transformation and Training and Skills Development remain top priorities, he

adds. "In terms of transformation, our Transformation Committee released the RMI's Position Paper this year on the business approach to BEE for sustainable and inclusive growth. The RMI is fully committed to accelerating transformation together with its various associations and members, government and key social partners, including organised social labour. A particular focus area for the RMI is the development of small and growing black-controlled business enterprises. To this end, good progress has been made in association with the National African Association for Automobile Service Providers (NAAASP). During the year, 356 NAAASP members were granted free membership to the RMI and a national roadshow aimed at equipping these new members for business growth was presented, together with Seda and the Department of Trade and Industry."

The design of a NQF level 2 course for NAAASP members was commissioned during the year and a pilot project with 42 NAAASP members was also successfully launched.

"On the training front, the RMI continued to seek solutions and drive projects to support employers with re-skilling and upskilling their employees, while the association continued on its quest to deliver the Fourth Industrial Revolution (4IR) solutions

for our industry," says Olivier. He says good progress has been made and a partnership with the Institute of the Motor Industry (IMI) was established to work together on a merSETA-commissioned research project. "The project included developing a three-step online Return on Investment (ROI) calculator to encourage employers to employ apprentices, as this is one of the cornerstones of 4IR."

During the year, progress was also made on the establishment of a professional body for the industry, and the initial investigations have now resulted in the identification of suitable electronic member management information system platform, which meets the SAQA recognition requirements.

Through its regional presence and various initiatives, the RMI again assisted members in the areas of skills development, employment equity and other projects. "The RMI regions are geared to deliver quick and efficient service to our members. The regions were particularly successful in addressing and resolving IR issues."


The RMI's Regulatory Compliance Department continues to provide members with assistance in managing the risks and challenges associated with the quagmire of government compliance guidelines and requirements. Olivier says

# RMI FEATURE



the ultimate aim, as an organisation is to ensure that members conduct their businesses in full compliance with all national and international laws and regulations that pertain to the motor industry.

“Two special projects were also launched during the year – the RMI Regulatory Compliance Manual was approved by the RMI board, and Project Compliance was launched to curb illegal businesses in the industry,” he says.

“While I am only highlighting a few areas of the RMI’s initiatives aimed at the improvement and strengthening of our industry, our members’ businesses and the safety of the general motoring public, these projects are tangible proof of the RMI’s total commitment to our members, our industry and our country. As an organisation we continue our single-minded focus on delivering on our promise to business that belonging to the RMI is better business and for consumers that our voice is your peace of mind,” concludes Olivier. 

- 
- 1908 The South African Society of Motor Traders (MTA) was formed.
- 
- 1919 The first official magazine the MTA Bulletin was published (known now as the *Automobil*).
- 
- 1920 Name was changed to The South African Motor Trade Association Limited (SAMTA).
- 
- 1925 The South African Motor Trade Association Limited created divisional (regional) offices in Western Cape, Eastern Cape, Border, Free State, Northern Cape, Natal and Transvaal.
- 
- 1947 South Africa Motor Industry Employers’ Association (SAMIEA) was formed.
- 
- 1950 The following constituent associations were formed: National Vehicle Dealers’ Association (now known as NADA); National Automotive Service and Maintenance Association (now known as MIWA); National Motor Parts and Equipment Association (now known as TEPA) and National Retreaders and Tyre Dealers’ Association (now known as TEPA).
- 
- 1962 The name was changed to Motor Industries Federation (MIF).
- 
- 1999 The Motor Industries Federation (MIF) and the South Africa Motor Industry Employers’ Association (SAMIEA) merged to form the Retail Motor Industry Organisation (RMI).
- 
- 2019 RMI launches a brand new identity and consolidates its 13 constituent associations into 8 strongly aligned businesses.
-



# A new year, a new look

DRIVER'S SEAT



Where belonging matters



ARA



NADA



SAMBRA



SAPRA



SAVABA



TEPA



VTA

As we head into the '20s it is with enthusiasm that we bring to our members, associations and the public a new RMI look with the introduction of our modern, new RMI logo as well as new logos for our associations.

The organisation, as we know it today, was restructured and named the Retail Motor Industry Organisation (RMI) in November 1999 from the then Motor Industries' Federation (MIF) and South African Motor Industry Employers' Association. The current RMI and association logos were all designed and implemented during 1999. Twenty years later, in 2019, the industry has changed drastically which prompted the RMI to re-think how best to position itself to deliver products and services that would meet the demand of its members and new generation entrepreneurs in the automotive industry.

The RMI is a well-known name in the motor industry, representing over 7,500 member businesses. Its highly-skilled staff operate out of six regional offices. The RMI plays an important role in the motor

industry as it enables motor traders to deliver top-class service to motoring customers in South Africa.

The RMI brand carries weight in industry as well as government circles. This is due to the fact that the RMI's endorsement of events provides credibility to both local and international exhibitions, conferences and other events. We wanted to make sure that the refreshed look and vision honoured all the RMI is and stands for.


Another primary objective of the design brief was to unify a group of 13 different constituent association's logos, that have developed at different times and in different ways, into eight new logos that represent the eight associations. We believe this has been achieved through a rigorous consultative process and the new look will take the RMI, its associations and industry forward during the next couple of years. For more on this story and how the logos developed please read the RMI feature on page 24.

We implore all members to embrace the new look organisation and to distinguish themselves from non-members through the display of the new signage and image on their buildings, stationary, delivery vehicles and so on.

On a final note, while the struggling economy is likely to continue during 2020, team RMI is excited and committed to take the industry with our new look to a new level. We have the best interests of our members and the industry top of mind at all times.

I conclude by wishing all our members, the RMI Board and other committee structures, management and staff of the RMI as well as our readers a happy festive season. Please travel safely and enjoy time with your loved ones.

I would also like to thank you all for your support, loyalty and contribution to making the RMI a success.

As we look toward a new year, I would like to leave you with this quote from Winston S. Churchill - Success is not final, failure is not fatal: it is the courage to continue that counts. See you in the new year. 

For information on the RMI and its workings, visit [www.rmi.org.za](http://www.rmi.org.za) or call 011 886 6300



## News Release

March 2020

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*An alternative energy option for motorists* - does converting your vehicle to gas make sense?

Gas has been used for generations to run stoves, furnaces, water heaters and other appliances and with a vast supply of global resource and a 25% proven reduction in greenhouse gases compared with even the cleanest petrol engines, it makes sense for motorists to consider converting to gas.

You're probably wondering where the catch is. But, according to Attie Serfontein, national director: Automotive Remanufacturers' Association (ARA), the amalgamation of three Retail Motor Industry Organisation (RMI) sister associations: ERA, SADFIA and ACRA, there are actually very few technological barriers to overcome.

Serfontein says gas conversions is a technology ARA has sourced information on and pursued over time, given the critical importance to stay current in new technologies. He says Autogas is a great alternative energy option for the immediate future.

Autogas conversions are both relatively simple to effect and the skills set is ready and available in the country's auto workshops. Further, the payback time on conversions is modest, depending almost entirely on mileage.

Serfontein describes autogas as the conversion of a vehicle's running fuel – whether petrol or diesel – to LPG (Liquefied Petroleum Gas). It is simple to effect, he says, because “the addition of a gas tank does not eliminate the current fuel in use and doesn't entail any alteration in the engine's performance.”

“LPG runs cleaner than carbon-emissions fuel and is 40% to 50% cheaper than petroleum. In addition, the world's reserves of LPG and Compressed Natural Gas (CNG) exceed those of oil.”

“The vehicle’s conversion is relatively simple, particularly petrol, as opposed to diesel vehicles. The conversion results in a car that runs on both petrol and autogas (LPG). Everything else about the vehicle remains the same, with an additional separate fueling system with its own tank, piping, ECU and injectors.

Serfontein says the good news for motorists is that South Africa already has the necessary skills set “in terms of work readiness to perform such a conversion.

“The foundational skill-set is in place and a training course would suffice to empower a typical skilled worker to perform the conversion. A new qualification – the Engine and Fuels Systems Management Mechanic – has been developed and registered to facilitate this.” Serfontein says a number of ARA members are already prepared for the technology, while others are undergoing the transition.

For the consumer, Mr Frank Mac NICOL: Chairperson of ARA says that because LPG is a much cleaner fuel there is less wear and tear and therefore engine life is prolonged. The benefits of replacing conventional fuel with gas include:

- A saving of up to 50% in the case of petrol and almost 30% for diesel
- A reduction of carbon dioxide emissions and nitrogen oxides
- Lower particle emissions
- Perfect engine combustion with no fuel residues left after each ignition
- Longer life expectancy of the engine as a result of the purity of the fuel
- A reduction in servicing costs
- A doubling of the autonomy of the vehicle as a result of having two fuel types
- In-cabin fuel management

Mac NICOL says that current research by gas conversion engineering company, Ergon Equipment, estimates that conversion of state vehicles would immediately produce savings of over 60% - a higher figure than in the private sector due to the factor that gas cannot be stolen, unlike petrol. It further estimates a break-even time period for a conversion at six to 12 months, depending on daily mileage.

While there is still some distrust of gas on safety grounds in South Africa, Mac NICOL reassures consumers that driving on LPG is safe. “It is stored in a strong steel tank with a number of safety valves. It is less likely to catch fire than other fuels,” he concludes.



ENDS

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COMPILED ON BEHALF OF RMI BY CATHY FINDLEY PR.

MEDIA QUERIES CONTACT JACQUI RORKE ON 0114636372 OR  
[JACQUI@FINDLEYPR.CO.ZA](mailto:JACQUI@FINDLEYPR.CO.ZA).

June 2020

News Release

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## Gas conversion programme kicks off at workshops

After months of negotiation and planning, the Automotive Remanufacturers' Association (ARA), an association of the Retail Motor Industry Organisation (RMI), will be piloting its "powered by gas" programme, commencing 22 June at two of its selected workshops in Randburg, Gauteng and Virginia in the Free State.

Attie Serfontein, ARA National Director, says interest in autogas was first identified as an ARA project in 2017 and the ARA committee were tasked with investigating and exploring possibilities of autogas technology/energy in the Automotive Aftermarket Retail Sector (REMAN) arena. "ARA has made excellent progress to date liaising with autogas specialists and other key industry players to the point where we are now able to implement a National gas-conversion project, piloting at Almo Engineering and Randburg Diesel and Turbo. Both owners, Frank Mac NICOL and Johan Botha respectively, have been involved with gas conversions for many years. The project is being run in conjunction with gas specialist consultant, Eddie Cooke, ARA Members from all major Regions and other expert industry stakeholders.

Serfontein says earlier this year ARA toured the country to ensure there would be sufficient specialist workshops to manage the conversions and subsequent maintenance and repairs on any units installed across Southern Africa. "This includes both the commercial and passenger vehicle car-parc," says Serfontein.

COVID-19 unfortunately stalled the start of the pilot (with the Brent crude oil price playing a crucial role) but the teams are now ready to move forward. Training will commence via a virtual platform from Italy, where the supplier of the goods are situated, to South Africa. "The training will be ground-breaking in the sense that the required skill will be transferred (virtually) in order to do a successful conversion on the internal combustion engine, as we know it. In South Africa a new qualification – the Engine and Fuels Systems Management Mechanic – has been developed and

registered to facilitate this,” says Frank Mac NICOL, ARA Chairman and owner of Almo Engineering.

The workshops will each supply a "guinea pig" vehicle for the test period. The technicians will first undergo virtual training via electronic media from Italy, where after the two vehicles will be converted to run on LPG. The training and conversion exercise will run over a period of five days.

After completion, testing and monitoring will be performed over a period of two to three months. “The two vehicles are equipped with tracker systems, which will be used to monitor driving habits, speeds, fuel consumption etc. Once all data has been collected and compared with previous records we can safely roll the program out to workshops throughout the country,” says Mac NICOL.

Serfontein says ARA is very positive about progress made thus far. Gas is such a great alternative energy option for motorists. “Autogas conversions are relatively simple to effect. Further, the payback time on conversions is modest, depending almost entirely on mileage. Autogas is a great alternative energy option for the immediate future.

Current research by a participant gas conversion engineering company, estimates that conversion of state vehicles would immediately produce savings of over 60% - a higher figure than in the private sector due to the factor that gas cannot be stolen, unlike petrol. It further estimates a break-even time period for a conversion at six to 12 months, depending on daily mileage,” he concludes.

Ends

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[JACQUI@FINDLEYPR.CO.ZA](mailto:JACQUI@FINDLEYPR.CO.ZA).

## Alternative Fuels for Automotive Applications

The worldwide drive to reduce Greenhouse gases ( "Global Warming" ) together with country & regional emissions legislations( eg; Euro / EPA stds ) have accelerated the Vehicle Manufacturers focus on alternative drive methodologies. Some of these are alternative drive systems ( eg; Electric vehicles ) whilst others are the use of alternative fuels (eg; LPG / CNG conversions ) with existing Combustion engines.

The key objective is to establish a drive or fuel which will emit the lowest overall levels of emissions ( ie; CO<sub>2</sub> / CO / Nox / PM ). At the same time an equally important objective is to move away from the use of Fossil based fuels towards resources which are emissions free and above all sustainable ( for Industry, Wind and Solar farms are addressing some of these targets ) . It is also worth noting that research has shown that whilst some alternative fuels result in lower emissions during their combustion process, the very production of the specific fuel results in higher levels of emissions, which simply negates the purpose of their usage.

The current drives / fuels favoured by most Vehicle Manufacturers are Battery Electric Vehicle ( BEV), Hybrids and Gas ( LPG / CNG ). . The BEV drive is receiving the most development by Vehicle Manufacturers as it is "emissions free" in its drive mode and many Governments in developed countries are offering incentives to motorists who choose this route. In Norway, for example, recharging at a public charging stations is currently cost free. ( Ironically, Norways' prime income source is oil ! ). In some countries, Municipalities are encouraging large corporates to install charging stations in the corporate parking areas.

### Some of these alternative fuels and/or drives are:

#### 1. Electric drive:

These are currently produced in two forms;

The Hybrid vehicle using, usually, a small capacity Internal Combustion engine ( mostly Gasoline powered) together with an electric drive motor. Whilst this produces lower emissions, use of Fossil fuel is still part of the drive method.

Aprox. 12 million Hybrid vehicles are in use worldwide.

The BEV, or "Plug-in" Electric vehicle. This drive produces, during operation, zero exhaust emissions. However, the issue in many countries is still the production of electricity, which in many countries is from coal or nuclear power, producing their own emissions. A further issue is the capacity in some countries to either produce sufficient electricity and build a distribution network of charging stations. Nonetheless, it is seen as the most sustainable low emissions drive system for the future. Currently aprox 4 million BEV are in use w/wide.

## **2. Gas ( LPG / CNG / Flex-fuel ):**

There are already several million vehicle applications around the world fitted with Gas powered applications. These produce much lower exhaust emissions and are currently used more for Heavy vehicles, City bus and Taxi applications and generally installed as “conversions”. Parallel to this is the Flex Fuel or Bi-Fuel conversions which use a Diesel and Gas. Aprox. 47 Million vehicles using LPG & CNG are in use and aprox 55 Million Flex-fuel vehicles w/wide.

## **3. Ethanol / Methanol:**

Ethanol is more preferred as it is seen as a potential sustainable source since it can be derived from sugar based foods. However, the production of it and the potential impact on food security remains a factor. Ethanol can be mixed with Gasoline to improve power and subsidise motorists costs ( eg, E85> ie 85% ethanol & 15% gasoline ). Brazil is a major user of Ethanol for Passenger vehicle applications.

Methanol is less preferred due to its toxicity.

### **Other notable alternative fuels include:**

## **4. Bio-Diesel:**

Bio Diesel or FAME (Fatty Acid methyl ester ) is used in a number of countries where oil seed is produced. However, it has many draw backs, being lower in energy density or calorific value than Diesel and is susceptible to solidifying in cold weather. It also potentially impacts food production and is currently more costly than Diesel to produce.

## **5. Hydrogen ( Fuel Cell ):**

The Fuel Cell uses a chemical reaction between Hydrogen and Oxygen to drive an electric motor. This system is still being developed, and future developments will better assess its real potential. Currently its greatest concerns are the prohibitive costs to produce a fuel cell vehicle and providing a network to distribute hydrogen availability.

## **6. Others:**

Several other forms of fuels have been experimented with but have not proved to be efficient or sustainable, some are;

Solar (Mainly used for “fun” races and University testing issues.), Ammonia, and Dimethyl ether.



Motor Industry Ombudsman of South Africa  
**Alternative Dispute Resolution**

Photo: Lady Justice, Tingey Injury Law Firm on [Unsplash](#)





Photo: [123rf](#)

## Motor Industry Ombudsman of South Africa (MIOSA)

### Mission

The organisation's mission is primarily to defend the independence of the MIOSA's office, while tirelessly striving to educate consumers and motor related service providers alike in achieving higher levels of customer care and maintaining cordial relationships within the automotive and related industries.

### Vision

As its vision, the MIOSA strives to contribute to the continuous improvement of customer care, as well as the relationships among participants in the automotive and related industries, to the benefit of all parties.



## Introduction

The Retail Motor Industry Organisation ([RMI](#)) is frequently contacted by both RMI members and consumers who would like to make use of the services of the Motor Industry Ombudsman of South Africa ([MIOSA](#)).

One of RMI's core value functions to its members across its six Regional offices is Consumer Affairs. Any interaction with MIOSA will fall into this function. The booklet serves to act as an informative guide for members and consumers who make up the motoring public detailing the processes which need to be followed when lodging a dispute or complaint with MIOSA. It also covers the status of the MIOSA's recommendations and details in which instances a business may or may not lodge a dispute against another business.

Photo: [123rf](#)



Photo: Ingo Joseph on [Pexels](#)

## The function of MIOSA

In accordance with the MIOSA's appointment by the Department of Trade, Industry and Competition ([DTIC](#)), the MIOSA is mandated to remain impartial / unbiased in its service delivery to the complainant and to focus on the resolution of disputes where a deadlock has been reached between the automotive industry and the motoring public.

The office of the MIOSA will investigate the evidence of each case presented and consider the balance of probabilities, consequently resolving to recommendations through conciliation.

### MIOSA will not entertain a dispute on the following basis:

- which falls within the mandate of any other Ombud whether regulated or recognised by its industry;
- when legal action has been instituted by either party;
- when "prima facie" it appears that a criminal offence has been committed by either party;
- where it appears from any statute of the Republic of South Africa (RSA) that the MIOSA has no jurisdiction; or
- when a dispute is lodged on the grounds of a violation of the law, claiming damages from the other party.

According to its Constitution, the office of the MIOSA is an organisation which regulates the interaction and provides for Alternative Dispute Resolution between persons conducting business within the automotive industry in South Africa, and the motoring public.

The services of the MIOSA are free of charge to the motoring public, except when an on-sight automotive inspection is required.





Photo: Burst on [Pexels](#)

## The Appointment of MIOSA

Upon the promulgation of the Consumer Protection Act No. 68 of 2008 (CPA), please refer to the [MIOSA's website](#) to gain access to the Act, or [click here](#), the National Consumer Commission ([NCC](#)) was established under the CPA, which gave it certain powers as determined by the CPA.

The MIOSA, who's services were recognised as a Dispute Resolution Forum, was appointed as legal entity to facilitate, and resolve disputes between that of the automotive industry, and motoring public alike, governed by a Code of Practice for the Automotive Industry.

The South African Automotive Industry Code of Conduct (Code) was accredited by the Honourable Minister of Trade and Industry, which came to effect in October 2014, making the Code a regulation of the CPA, and written into law. To gain access to the Automotive Industry Code of Conduct please refer to the [MIOSA's website](#), or [click here](#).



## Important considerations before lodging a dispute

- Do your homework thoroughly i.e. from inception to the current state of affairs. Before lodging a dispute, make sure that you understand all the elements of the original purchase agreement, job-card terms and conditions, and estimate of the seller or servicing dealer / repairer.
- This will include, but not limited to, the sales agreement, warranty document and, service plan, if applicable. Make sure that your vehicle's service record is current and that the service schedule has been stamped by the servicing dealer, if applicable.
- Your selling or servicing dealer / repairer cannot abdicate his or her responsibility. The first port of call to take if you have a complaint is to contact your selling or servicing dealer / repairer, find out who the right person is to speak to and make an appointment to discuss the complaint with the designated person.
- Approach the matter in a civilised manner. Keep records of all discussions, intentions and promises.
- If you are not satisfied with the manner in which the complaint is being dealt with, insist on the selling or servicing dealer arranging for a manufacturer's representative, where applicable, to review the complaint . Keep records of everything.
- Stay the course. If at this point you are still not satisfied with the way that your complaint is being dealt with, contact the customer care department of your vehicle's manufacturer, or in case of the vehicle being financed, contact the finance house for further intervention. Again keep a record of everything.
- Do not let up. In the unlikely event that you are still not satisfied with the manner



Photo: Oladimeji Ajegbile on [Pexels](#)

in which your complaint is being dealt with, and in cases where an RMI member is the seller or servicing dealer / repairer, contact the relevant RMI regional office for intervention and/or mediation. If you are not satisfied with the outcome, or the matter is not resolved amicably, you may contact the Motor Industry Ombudsman of South Africa ([MIOSA](#)) for further investigation.

- If the seller or servicing dealer / repairer is a non-RMI member, contact the office of the MIOSA for intervention.



Photo: Leandro Aguilar on Pixabay

## How to lodge a dispute with the MIOSA

- You can simply complete the online [Assistance Request Form \(ARF\)](#), on MIOSA's website; or
- you can download the Assistance Request Form by [clicking here](#), complete it fully and either e-mail it to [info@miosa.co.za](mailto:info@miosa.co.za) or fax it to 086 630 6141; or
- you can phone the MIOSA on 086 11 64672 and request that a ARF be e-mailed or faxed to you.

Once received, your dispute will be forwarded under a covering letter to the Dealer / Service Provider (Repairer) / Manufacturer in question for their comment. If required, an Assessor will be dispatched to carry out an inspection. Please note that, in most cases, any inspection will be for the complainant's account – this will be determined on a case-by-case basis by the MIOSA.

Upon receipt of all the relevant documentation, the case will be technically and legally assessed and a recommendation will be provided.

Individuals, and Legal Entities who are eligible to lodge a dispute with the MIOSA by means of the Assistance Request Form (ARF), need to please refer to the [MIOSA's Website](#) to gain access to the ARF.

The MIOSA-ARF is to be filled-out and processed in cases where the complainant is:

- an individual; or
- authorised to act on the complainant's behalf in terms of Section 4 of the Consumer Protection Act No. 68 of 2008 (CPA). A certified copy of the original mandate or Power of Attorney (POA), as well as the reason for obtaining the mandate or POA needs to be attached to the submission; or
- a legal entity i.e. a registered company or a close corporation etc. (business to business disputes). The Assistance Request Form must be accompanied by a letter from the auditor or accounting officer stipulating that the legal entity's annual turnover or asset base does not exceed the amount of R2 million per annum.

In the event where a dispute arises between Service Providers or Operatives within the Motor Industry, a dispute must be dealt with by the MIOSA subject to Section 82 of the CPA, referring to the Automotive Industry Code of Conduct.





## Important documents to attach, together with the ARF, upon submission

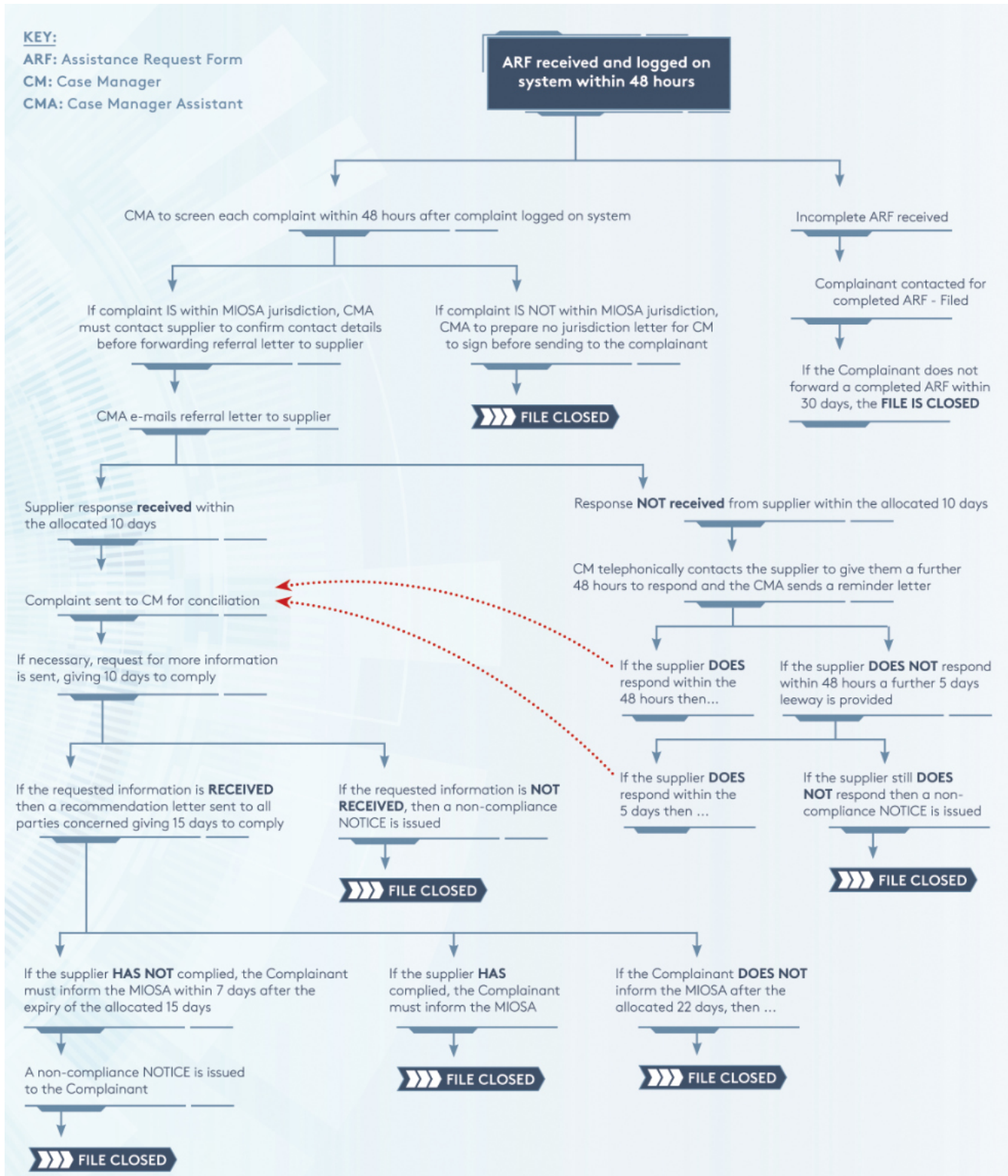
A copy of the OTP / purchase invoice, if a dispute flows from a sale transaction, or a copy of the quotation, job card and, the final costing invoice, if a complaint flows from a service or repair agreement.

Be concise when providing details of the dispute, with all the relevant facts including dates, times, places and names in date order.

The information submitted will be used by the MIOSA in the resolution of the dispute. Please ensure that all relevant documentation is submitted with the Assistance Request Form.

*Photo: Andrea Piacquadio on Pexels*

# The MIOSA Complaint Procedure



Source: Step-by-step complaint procedure from the MIOSA's Annual Report 2019/2020.

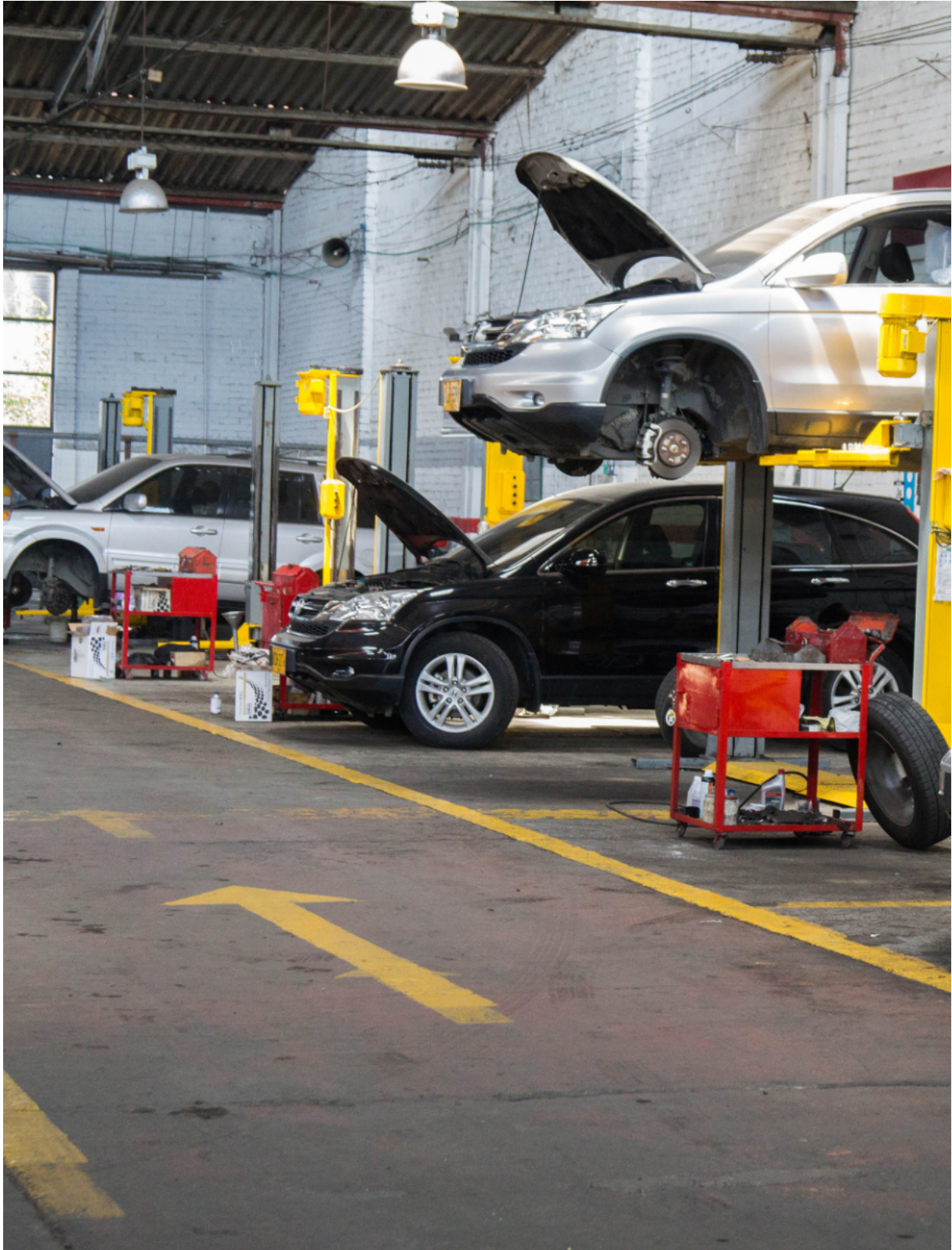


Photo: Bongkarn Thanyakij on [Pexels](#)

## References

- [MIOSA's website, https://www.miosa.co.za](https://www.miosa.co.za)
- [The South African Automotive Industry Code of Conduct](#)
- [MIOSA's Annual Report - 2019/2020](#)
- [MIOSA's Assistance Request Form \(ARF\)](#)
- [The Consumer Protection Act \(CPA\), 68 of 2008](#)





*Photo: Ugo Leonardo on Pixabay*



## Motor Industry Ombudsman of South Africa

For more information contact MIOSA  
[info@miosa.co.za](mailto:info@miosa.co.za) | 086 11 64672 | 086 630 6141 (fax)

Photo: Hassan Ouajbir on [Pexels](#)