

## CERTIFICATION CRITERIA FOR LORRY TYRE SERVICE

Are the pre-certification criteria met (dedicated employee, the possibility of entering the in-store/warehouse part, the wheel to verify the wheel handling procedure in the case of the certification of cars, trucks or agricultural vehicles)?

**MAIN CRITERIA - 100%**

**CONDITIONAL CRITERIA, MIN. 50%**

# GOOD SERVICE



## TYRE SERVICE CERTIFICATE

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| 1  | Is the facility near the road by which it can be safely reached without risk of damage to the car or destruction of the tyres?           |
| 2  | Does access road to the facility have the proper surface - asphalt, concrete slabs or paving stones?                                     |
| 3  | Does the facility have a maneuvering area following Polish regulations? (driveway, turning circle min. 9 m or a square of 12.5 x 12.5 m) |
| 4  | Is the road to the site free of weight, environmental and/or access restrictions e.g. low viaducts?                                      |
| 5  | Is the service logo or its signage clearly visible?  |
| 6  | Does the service have a website with at least contact informations?  |
| 7  | Is the reception desk clearly visible from the outside and marked for incoming customers?  |
| 8  | Is the following information visible for the customer from the outside:  |
| 9  | Working hours,   |
| 10 | Services offered?  |
| 11 | Is the customer zone separated from the service zone?  |
| 12 | Is there a comfortable place to sit near the reception desk? (at least as many seats as service stations)                                |
| 13 | Are there any information materials about the tyres and increasing customer awareness available at the reception desk?                   |
| 14 | Is the current price list of services visible?   |
| 15 | Can you pay without cash?  |
| 16 | Is it a non-smoking facility? (reception and service hall) (indicated by appropriate signs)  |

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| 17 | Is the entrance/passage to the service and the service reception desk well maintained and clean (trash can, cleanliness, lack of objects/obstacles on the way)?  |
| 18 | Are people working at the reception desk neatly dressed and have name tags?  |
| 19 | Are business cards with company or employees data available to customers?<br>Ask a random receptionist for a business card.  |
| 20 | Is the facility structure suitable for performing service functions in accordance with art.3 (2) of the Construction Law (such a construction object that is permanently connected to the ground, separated from the space by means of building partitions and has foundations and a roof)?                            |
| 21 | Does the service have the Authorization for Use (decision) and the Technical Acceptance of the Building and are those documents valid?   |
| 22 | Is there at least one well-maintained, marked and clean toilet in the building?  |
| 23 | Does the facility have a system for scheduling visits (electronic or paper)?   |
| 24 | Is there a VAT cash register and a document confirming the service/purchase is issued?   |
| 25 | Are work orders filled in with a specific breakdown and client comments and are they signed by the customer?   |
| 26 | Is replacement/removal of tyres/wheels compatible with the procedure (Annex T.1)? (follow the process of performing the service on a randomly selected vehicle)  |
| 27 | Are the following health and safety elements available in the required number on site:   |
| 28 | Fire extinguishers with valid approval (at least 1 within 30 m range) - 1 per facility,  |
| 29 | First aid kit?   |
| 30 | Is the list of fire safety regulations displayed in the facility?  |
| 31 | Do all the mechanics wear appropriate and safe work shoes, work clothes, hearing protectors and safety glasses?  |
| 32 | Is there an OHS instruction chart describing health and life risks on display (including one per every device)?  |
| 33 | Does the mechanic check the information on the proper tyre pressure and the torque specifications of the bolts for the individual vehicle models? If not, can the technician obtain this information otherwise? - ask for 3 example vehicles in the hall   |
| 34 | Are the following machines/tools available and functioning at the vulcanization station:   |
| 35 | Tyre changer with homologation for handling rims with a diameter of minimum 24" - min. 1 per facility,   |
| 36 | A wheel socket set,  |
| 37 | A set of sockets for aluminum rims,  |
| 38 | Air filler nozzle - 1 per station,   |
| 39 | Compressor with a pressure of min. 9 bar,  |
| 40 | Inflation cage with homologation,  |
| 41 | Approved wheel manometer with a scale adapted to service heavy goods vehicles - 1 per station,   |
| 42 | Balancing machine for steel and aluminum wheels - min. 1 per facility,   |
| 43 | Approved torque wrench 300-1000 Nm - min. 1 per 2 stations,  |
| 44 | Pneumatic or electric impact wrench,   |
| 45 | Wheel puller,  |
| 46 | Expander,  |
| 47 | Pneumatic or hydraulic lift with valid UDT - min. 2 per station, of which 1 with at least 25 Ton lifting capacity,   |
| 48 | Equipment for checking air leaks,  |
| 49 | Stand for vulcanization repairs with temperature of min. 15°C - min. 1 per facility,   |
| 50 | Inflator - min. 1 per facility,  |
| 51 | Tools for vulcanization repairs - grinding machine with cutters and grinding stones, set of patches, adhesives, expander - min. 1 set per facility,  |
| 52 | Containers for removed nuts and bolts - 1 per station?   |
| 53 | Are service machines/devices operating in a building suitable for performing service functions in accordance with art.3 (2) of the Construction Law (such a construction object that is permanently connected to the ground, separated from the space by means of building partitions and has foundations and a roof)? |

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| 54 | Do service devices/machines work in the conditions recommended by the manufacturers?   |
| 55 | Are the tyre changer and balancing machine serviced according to the manufacturer's instructions? (current inspection card, etc.)  |
| 56 | Do the tools have dedicated storage locations? (not blocking walkways)   |
| 57 | Are the tyre changer and balancing machine clean (excluding mechanical wear due to daily use)?   |
| 58 | Does the service have an efficient heating system? (working temperature not lower than 14°C)   |
| 59 | Is there at least 1 person who can calibrate the tyre balancer or does the facility have an external service agreement with the guarantee of the service within 1 business day? - verification                                     |
| 60 | Does the service have a valid third party liability policy that also covers the consequences of the fire of property and entrusted property ? - verification in general conditions of insurance of GTC                             |
| 61 | Are the tyres for disposal stored in an orderly manner in a separate marked place?   |
| 62 | Does the service have waste transfer cards for a company dealing in the disposal of tires?   |
| 63 | Does the service have a waste record card? (to download from the project website)  |
| 64 | Has the documentation of OHS trainings and occupational risk assessment been presented?  |
| 65 | Has documentation of the knowledge of the operating instructions for all devices present on site been provided by all tire service workers? (employees' signatures under the acknowledgement of the instructions for each machine) |
| 66 | Does the facility have at least 1 employee with current (no older than 7 years) documented training confirmation from the tyre manufacturer/distributor?   |
| 67 | Does the facility have at least 1 employee with completed training in the use of the tyre changing and balancing machine and knowledge of how to comply with the instructions of use of individual devices?                        |
| 68 | Is the cleanliness of the wheel verified before balancing? Is it possible to wash the wheel before balancing?  |
| 69 | If the service sells used tyres, does it have equipment to assess their condition or employees trained to do so? (min. 1 employee with a certificate)  |

## VERY GOOD SERVICE



## TYRE SERVICE CERTIFICATE

Criteria for the good service and the following

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| 70 | Is there a well maintained, clean and silent waiting room for the clients near the reception desk where the following are accessible:              |
| 71 | Drinks available all the time to customers, at least drinking water,   |
| 72 | Magazines or newspapers (which do not violate applicable provisions of the Criminal Code in the field of sexual freedom and protection of minors), |
| 73 | Enough space for customers seating (armchairs, sofas, etc.) (at least as many as service stations),  |
| 74 | Sufficiently strong lighting (min. 500 lux in the most-lit place, tested at a height of 1.5 m, no more than 1 m from seats for customers ),        |
| 75 | Heating in every waiting room,   |
| 76 | WIFI network available to customers in at least one waiting room?  |
| 77 | Do all parking lots for customers meet the requirements of standards?  |
| 78 | Are they well-lit all the time?  |

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| 79  | Are their dimensions min. 3 x 19 meters?   |
| 80  | Are they clearly marked? (at least a plate in front of each space or a clearly designated parking zone for customers)  |
| 81  | Are their surface and subfloor properly sealed for operating fluids?   |
| 82  | Is there sufficient parking space available (min. 2 places per workstation)?   |
| 83  | Is there an implemented complaint procedure (application confirmation, service, filing, settlement)?   |
| 84  | Are the following devices/tools for the vulcanization service available and functioning:   |
| 85  | Wheel gauge homologated and calibrated by the calibration unit every 6 months - min. 1 per facility,   |
| 86  | Device for TPMS service - min. 1 per facility,   |
| 87  | Properly calibrated torque wrench with approval (confirmation document - UDT calibration certificate) - min. 1 per 2 workstations  |
| 88  | Additional arm for servicing low profile tyres,  |
| 89  | Compressor with a pressure of min. 10 bar?   |
| 90  | Is there an air supply system with an oil and water separator and access to air from each station on the site?   |
| 91  | Does the facility perform the service of deepening the tread grooves?  |
| 92  | Does the service have tools for deepening the tread grooves?   |
| 93  | Does the service have manufacturers' documentation regarding deepening of tread grooves?   |
| 94  | Is there at least one functioning fire extinguisher on site and is it clearly marked?  |
| 95  | Is there a minimum of 1 service employee with the following skill certificates:  |
| 96  | Service of a car equipped with TPMS?   |
| 97  | Is the mobile service equipped with:   |
| 98  | Tyre changer,  |
| 99  | Balancing machine,   |
| 100 | In the case of using powder wheel balancing - approved powder of a suitable quality with pearlescent structure, water separator in the wheel filling installation and blocking inserts for valves, |
| 101 | Tools for unfastening the wheel,   |
| 102 | Inflator or compressor?  |
| 103 | Does the facility have a mobile service that performs roadside emergency repairs? Does it have necessary safety measures (lighting, vests, traffic cones, road signs)?                             |
| 104 | Does the facility offer a service of receiving and reselling retreaded tyres?  |
| 105 | Does the service have adequate lighting of workstations (min. 500 lux in the most-lit place, tested at a height of 1.5 m, not more than 1 m from the tyre changer)?                                |

## EXCELLENT SERVICE



## TYRE SERVICE CERTIFICATE

Criteria for good and very good service and the following

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| 106 | Is there a separate rest area for drivers? (if the service also provides services for other vehicle categories)  |
| 107 | Do all cars in the service have a completed work order with information about the tyres and the location from which they should be collected (applies to tyre replacement orders)? |
| 108 | Is there a dedicated wheel washer (not a high pressure nozzle)?  |
| 109 | Is there at least 1 dedicated reception/customer service employee?   |
| 110 | Is there a waiting room for clients near the service reception desk in the building, where the following are available:  |
| 111 | Hot beverages for customers available at all times (at least coffee, tea),   |
| 112 | Working air conditioning in every waiting room?  |
| 113 | Does the service have the possibility of filling the wheels with nitrogen from the generator?  |
| 114 | Is there a place to service a lorry in a covered garage? (min. 4 m high, 19 m long, 5 m wide)  |
| 115 | Does the facility have a 24h mobile service that performs roadside emergency repairs? Does it have necessary safety measures (lighting, vests, traffic cones, road signs)?         |
| 116 | Are the following devices/tools for the vulcanization service available and functioning:   |
| 117 | Thermopress repair kit,  |
| 118 | Compressor with a pressure of min. 11 bar?   |
| 119 | Does the facility offer a customer tyre storage service? (at the location of the facility/outside of the facility)   |
| 120 | Are the tyres stored vertically or in horizontal stacks with a maximum of 8 tyres in each?   |
| 121 | Is a visual vehicle inspection carried out on the hoist in terms of:   |
| 122 | Brake linings,   |
| 123 | Brake disc,  |
| 124 | Brake cables (within the wheel arch),  |
| 125 | Engine cover mounts (if present),  |
| 126 | Tightness of shock absorbers or suspension system bushings?  |
| 127 | Is there a documented customer satisfaction assessment system? (for example: paper surveys, contacting for a rating on the internet, contact with an e-survey)                     |
| 128 | Is there an implemented complaint procedure (application confirmation, service, filing, settlement)?   |
| 129 | Has the condition of the spare wheel been checked, including the tyre pressure (if the spare wheel is present)?  |
| 130 | Are new tyres/wheels properly stored:  |
| 131 | Are new tyres stored vertically or in horizontal stacks with a maximum of 8 tyres in each,   |
| 132 | Are new tyres stored vertically on the stand?  |
| 133 | Are new tyres/wheels stored in proper conditions:  |
| 134 | Room temperature between 5-30°C,   |
| 135 | The tyre and wheel storage room is roofed and shielded from exposure to UV rays, including the sun   |
| 136 | The storage room is dry, without excessive humidity (over 75%),  |
| 137 | The storage room has good ventilation,   |
| 138 | No fuels, oils, solvents or other chemicals are stored in the storage room,  |
| 139 | Tyres are not stored near heat sources or electrical devices producing sparks (e.g. rectifiers)?   |
| 140 | Is there at least one functioning fire extinguisher on site and is it clearly marked?  |
| 141 | Does the way of storing wheels/tyres preclude damage to tyres, rims or hubcaps?  |