

CERTIFICATION CRITERIA FOR PASSENGER CAR 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

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	Is the service logo or its signage clearly visible?
4	Does the service have a website with at least contact informations?
5	Is the reception desk clearly visible from the outside and marked for incoming customers?
6	Is the following information visible for the customer from the outside:
7	Working hours,
8	Services offered?
9	Is the customer zone separated from the service zone?
10	Is there a comfortable place to sit at the reception desk? (at least as many seats as service stations)
11	Are there any information materials about the tyres and increasing customer awareness available at the reception desk?
12	Is the current price list of services visible?
13	Can you pay without cash?
14	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)?
15	Is it a non-smoking facility? (reception and service hall) (indicated by appropriate signs)
16	Are business cards with company or employees data available to customers? Ask a random receptionist for a business card.

17	Does the service have a permanent offer for used tyres or promotes them (except of retreaded tyres) for passenger cars/SUV/light vans? - positive answer disqualifies the service
18	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)?
19	Does the service have the Authorization for Use (decision) and the Technical Acceptance of the Building and are those documents valid?
20	Is there at least one well-maintained, marked and clean toilet in the building?
21	Does the facility have a system for scheduling visits (electronic or paper)?
22	Is there a VAT cash register and a document confirming the service/purchase is issued?
23	Are work orders filled in with a specific breakdown and possible customer comments?
24	Is replacement/removal of tyres/wheels compatible with the procedure (Annex T.1)? (follow the process of service on the standard tyre rim set by the auditors) - verification of the basic DISMANTLING/ASSEMBLY procedure on 1 wheel of any car
25	Are the following health and safety elements available in the required number on site:
26	Fire extinguishers with valid approval (at least 1 within 30 m range) - 1 per facility,
27	First aid kit?
28	Is the list of fire safety regulations displayed in the facility?
29	Do all the mechanics wear appropriate and safe work shoes and work clothes? In the case of hearing protectors and safety glasses, they must be easily accessible in the garage.
30	Is there an OHS instruction chart describing health and life risks on display?
31	Are there tyre bags available?
32	Are all of the working bays equipped with lifts with a carrying capacity appropriate for all vehicles repaired there (minimum lifting capacity of 2.0 tons for passenger cars) with the current UDT approval?
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 the approval for handling wheels with a minimum diameter of 20" - 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. 5 bar,
40	Approved wheel manometer - 1 per station,
41	Wheel balancer - min. 1 per facility,
42	Pneumatic or electric impact wrench,
43	Approved torque wrench - min. 1 per 2 stations,
44	Wheel puller,
45	Pneumatic or hydraulic lift with valid UDT - min. 1 per facility,
46	Equipment for checking air leaks - at least a sprayer - min. 1 per facility,
47	Stand for vulcanization repairs - min. 1 per facility,
48	Tools for vulcanization repairs - grinding machine with cutters and grinding stones, set of patches, adhesives, expander - min. 1 set?
49	Do service devices (assembly and balancing machine) work in a building adapted to perform service functions in accordance with art. 3 point 2) of the Construction Law (a construction object that is permanently connected with the land, separated from the space by means of building partitions and has foundations and a roof)?
50	Do service devices work in the conditions recommended by the manufacturers?
51	Are the tyre changer and balancing machine serviced according to the manufacturer's instructions? (current inspection card, etc.)

52	Do the tools have dedicated storage locations? (not blocking walkways)
53	Are the tyre changer and balancing machine clean (excluding mechanical wear due to daily use)?
54	Does the service have an efficient heating system? (working temperature not lower than 14°C)
55	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
56	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
57	Are the tyres for disposal stored in an orderly manner in a separate marked place?
58	Does the service have waste transfer cards for a company dealing in the disposal of tires?
59	Does the service have a waste record card? (to download from the project website)
60	Has the documentation of OHS trainings and occupational risk assessment been presented?
61	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)
62	Does the facility have at least 1 employee with current (no older than 7 years) documented training confirmation from the tyre manufacturer/distributor?
63	Does the tyre repair room have an air temperature of min. 15°C?
64	Does the facility have a chart for the selection of repair inserts in the technology used?
65	Does the service inform customers about the loss of warranty on tyres if it is repaired?
66	Is there at least 1 person with completed training in the service of the tyre changer and balancer? (including disassembly/assembly of wheels with TPMS)
67	Does the service have containers for removed nuts?
68	Is the cleanliness of the wheel verified before balancing? Is it possible to wash the wheel before balancing?

VERY GOOD SERVICE



TYRE SERVICE CERTIFICATE

Criteria for the good service and the following

69	Is there at least 1 dedicated reception/customer service employee neatly dressed and with a name tag?
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?

79	Are their dimensions min. 2.5 x 5 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 for 2 workstations)?
83	Are the following machines/tools available and functioning:
84	Adapter for run flat technology (min. 1 for service),
85	Inflator (min. 1 for service),
86	Wheel gauge homologated and calibrated by the calibration unit every 6 months (min. 1 for service),
87	Additional frame for handling tires with low profiles,
88	Device for TPMS (min. 1 for service),
89	Properly calibrated torque wrench with approval (confirmation document - UDT calibration certificate) (min. 1 for 2 workstations),
90	Device/container/tank to detect tyre leaks?
91	Is there an air supply system with an oil and water separator and access to air from each station on the site?
92	Is there a minimum of 1 service employee with the following skill certificates:
93	Service of a car equipped with TPMS (full TPMS service including calibration)?
94	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

95	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)?
96	Do all vehicles entered by mechanics and currently on site have:
97	Covers in the driver's seat,
98	Covers on the steering wheel and gear shifter,
99	Service rugs in the front?
100	Does the service have the possibility of filling the wheels with nitrogen from the generator?
101	Is there a dedicated wheel washer (not a high pressure nozzle)?
102	Are the following devices/tools for the vulcanization service available and functioning:
103	Approved tyre mounting device for tyres of 22" or more,
104	Balancing machine with radial run-out test or road test,
105	Weights in different colors,
106	Device for checking geometry,
107	Set of covers for tyre changers for handling aluminum wheels?

108	Is there a waiting room for clients near the service reception desk in the building, where the following are available:
109	Hot beverages for customers available at all times (at least coffee, tea),
110	Children's corner - equipped with children's furniture, toys, drawing utensils,
111	Working air conditioning in every waiting room?
112	Is a visual vehicle inspection carried out on the hoist in terms of:
113	Brake linings,
114	Brake disc,
115	Brake cables (within the wheel arch),
116	Engine cover mounts (if present),
117	Tightness of shock absorbers or suspension system bushings?
118	Is there a documented customer satisfaction assessment system? (for example: paper surveys, contacting for a rating on the internet, contact with an e-survey)
119	Is there an implemented complaint procedure (application confirmation, service, filing, settlement)?
120	Has the verification procedure been carried out by an unannounced auditor within 30 days of the first audit? (service, appearance, wheel service procedure)
121	Does the facility offer a customer tyre storage service? (at the location of the facility/outside of the facility)
122	Are the tyres/wheels properly stored:
123	Are new tyres stored vertically or in horizontal stacks with a maximum of 8 tyres in each,
124	Are used tyres stored vertically on the stand,
125	Are the used wheels stored horizontally or on a special stand?
126	Are the tyres/wheels stored in proper conditions:
127	Room temperature between 5-30°C,
128	The tyre and wheel storage room is roofed and shielded from exposure to UV rays, including the sun
129	The storage room is dry, without excessive humidity (over 75%),
130	The storage room has good ventilation,
131	No fuels, oils, solvents or other chemicals are stored in the storage room,
132	Tyres are not stored near heat sources or electrical devices producing sparks (e.g. rectifiers)?
133	Are the disassembled tyres marked in terms of the side and axis from which they were dismantled (FR, FL, etc.)?
134	Is every set of tyres/wheels described in accordance with the adopted method of storage? Is it possible to clearly state from which vehicle they come from?
135	Are tyres/wheels stored in the right locations? (check randomly if the locations of 5 sets match the entry)
136	In the case of tyre tread wear or other defects (abrasion, uneven wear, aging, cracks and bulges), was the customer informed of any damage found or the need to replace tyres (on the storage work order)? - the auditor must be able to verify all storage depots of the service
137	Is the tyre storehouse closed to the third parties?
138	Is the tyre storehouse insured against third party liability, including the consequences of a fire?
139	Is the tyre storehouse used under a rental contract or is the owner of the service?
140	Does the way of storing wheels/tyres preclude damage to tyres, rims or hubcaps?