



## Certification and Evaluation Guidelines

# Certification & Evaluation Guide

## Program Overview

The ARA Certified Recycler program standards have been developed in consultation with the B-CAR Division Executive Committee, the Certification Advisory Committee, and the ICBC Liaison Committee. Certified Automotive Recyclers are required to complete all required training, participate in the evaluation schedule, and comply with all current and future program requirements as established by the ARA. The ARA's recycler certification program is an industry led quality assurance program designed to enhance the utilization of recycled parts in the collision and mechanical repair process. Certified Auto Recyclers distinguish themselves as professional recyclers who are committed to meeting the highest performance standards set by industry.

The ARA Certified Recycler Program provides the following benefits to recyclers:

- An assurance that recyclers are being held to the same level of standards.
- A reduced risk of outside regulatory action or third-party liability.
- Guidance and resources to help implement best practices.
- Including your facility with other progressive automotive recyclers.

This program guide is designed to help participants maintain program requirements and certification standards. The guide includes information about required training, the application process, as well as provides sample performance evaluation forms, instructions, and schedules.

## Certified Automotive Recycler Training

A recycler achieves certification by first enrolling his/her existing management team and employees, as well as all new employees as they become hired, in a series of online courses (herein referred to as course modules). Each course module focuses on a specific aspect of the automotive recycling supply chain and is designed to educate the employee on industry best practices and expectations. There are three course modules in all:

**Dismantler Orientation** - The module is broken down into four sections:

- Environmental Processing.
- Body Parts and Interior Dismantling.
- Mechanical Parts Dismantling.
- Work Orders, Storage and Cleaning, Sectioning & Shipping.

This module is primarily designed to familiarize employees whose responsibility is that of dismantling vehicles in basic principles of dismantling, quality control, parts cleaning, storage and shipping, and environmental health & safety. If an employee's job entails other assigned duties such as parts grading or sales they will be expected to complete other course modules.

The aim of this module is to instruct employees on practices that support the safest and most efficient manner of pulling parts in order to minimize harm to the environment, reduce the risks to employees, and ensure the integrity and quality of the dismantled vehicle and its parts.

This module assumes that the employee is already well versed in basic mechanical procedures and is familiar with the basic anatomy of a vehicle. The course is not designed as a detailed step by step instruction on how to dismantle a vehicle. However, the basic principles demonstrated in this module may be applied to a wide range of year, make, and model of vehicles.

**Inventory Management and Parts Grading** - The module is broken down into several sections including:

- Understanding the 2012 ARA parts definition standards.
- Understanding the ARA Damage Code.
- Understanding and Identifying A, B, & C Parts Grading.
- Understanding the Importance of Good Inventory Management.

The module is designed for employees whose job is to store, grade, and inventory, sell, or manage the sale of recycled parts. The focus of this module is to instruct employees on the proper way to grade parts and manage inventory.

The module assumes no prior knowledge of parts grading but does require that the employee have a working knowledge of the recycled parts industry and has the ability to identify commonly sold parts.

**Standards of Performance** – This module is designed for employees whose job involves managing, sales and/or communicating and/or reconciling parts orders with repair facilities. The course will focus on the current standards and expectations for both the recycler and the repair facility as detailed in the ICBC MD Manual.

### **The Performance Evaluation**

Following the completion of training, a performance evaluation will need to be conducted. This will consist of two components – yearly self-audit and external third-party evaluations. The audit will consist of a general overview of certification standards, a detailed inspection of the facility, and employee performance evaluations. External evaluations will be conducted on a schedule to be determined. Below is an explanation of the evaluation process along with a list of standards and best practices that explain what you will need to look for when evaluating your business and your employees.

### **The Evaluation Procedure**

**Self-Audit** – A Certified Automotive Recycler is expected to complete a self-evaluation no later than six months after registering as a certified recycler. You are expected to have all employee training to be completed by then. Thereafter, a self-audit will be required and submitted to the ARA for approval on an annual basis.

**External-Evaluation** – An external evaluator will review certification standards, self-evaluations, training requirements, and conduct a detailed inspection of the facility. The evaluator will determine if program requirements have been met and will follow-up with any deficiencies, corrective actions,

and/or any required documentation. Any disputes concerning the evaluation may be filed with the ARA and will be reviewed in consultation with the Certification Advisory Committee.

### **Corrective Actions**

To remain a certified recycler in good standing all deficiencies must be dealt with and any suggested corrective actions must be dealt with no later than 120 days from the date of the evaluation. If adequate follow-up documentation is not provided to the ARA within 120 days, the ARA may withdraw the recycler's certification.

All evaluations will be retained by the ARA for a period of six years and results are kept strictly confidential. Evaluation results are discussed only among the individual facility, the ARA, and the external evaluator.

### **Certification Review**

Corrective actions may include a broad range of options in order to remedy the non-compliance of standards. For example, a remedy can involve reviewing the standard with an employee and/or management. Alternatively, it can mean re-training the individual by requiring that he/she re-take on-line training. Recyclers who score less than the required minimum on an external evaluation may be de-certified. As corrective actions are implemented over time, over-all standards for all recyclers will increase. Recyclers who fail to submit copies of annual self-audits or complete the required training may also be de-certified.

#### **A recycler who has been de-certified is given two options:**

- 1) The recycler will be offered the chance to dispute the de-certification. To dispute the de-certification the recycler will need to provide evidence to the ARA why the de-certification is not warranted by demonstrating where the evaluator has erred. The evidence will be reviewed by the ARA and the Certification Advisory Committee.
- 2) A recycler may re-apply to become certified after having submitting a plan to the ARA outlining the steps they have taken to remedy the corrective actions. Certification will be awarded only after having passed the re-evaluation.

### **Completing the Self Audit**

Using the standards and observations detailed below the certified recycler will complete the self-audit form along with required photographs and submit to the ARA. Self-audit forms are fillable pdfs and available for download from the ARA web site. **Self-audits are to be submitted to the ARA on an annual basis in order to maintain certification status.**

## Certification Standards Overview

### General Facility Requirements

- The facility should have an adequate customer parking area that is separate from the vehicle holding area. The parking area should allow for safe and easy access for customers and provide a professional experience.
- The counter sales area should convey a friendly, safe, and professional environment. The counter should be clear of debris. The customer area should be clear of hazardous materials and should be kept neat and tidy at all times.
- The facility should have proper signage in good repair. The facility should have written policies concerning sales & warranties. The facility should display appropriate identification of associations and there should not be any offensive or off-putting signage.
- Structures and property are well maintained and reflect a clean orderly operation

### General Environmental Health and Safety Requirements

- The facility should have a written Health & Safety policy.
- The dismantling area should comply with all environmental health and safety regulations. Spills should be attended to and the area should be free of debris that could cause tripping hazards.
- All equipment should be in good working order and comply with WorksafeBC regulations (this includes forklifts, hoists and jacks, and all other tools).
- Any employee who operates a forklift requires a valid training certificate.
- First aid or a first aid attendant in compliance with WorksafeBC regulations must be available.
- Employees must wear appropriate personal protection equipment at all times.
- Eyewash stations and fire extinguishers must be located within proximity of work areas and made known to employees.
- Employees have received the appropriate training including WHMIS.

### Parts Grading and Inventory Management

- Advertised inventory is properly coded and graded according to ARA parts grading standards.
- Employees whose responsibilities involve grading and/or communicating parts descriptions have a good working knowledge of the definitions and grading standards and can accurately code damage, describe, and grade a part when called upon to do so.
- Electronic signage (certification or association logos) should be properly displayed when advertising parts or responding to parts requests.
- Parts are stored in a safe manner.
- Storage and inventory is well organized.

## **Parts Dismantling**

- Dismantlers must follow all environmental health and safety procedures and wear appropriate personal protective equipment.
- Dismantlers should follow best practices and be mindful of quality control when dismantling and pulling parts.
- Dismantlers should be able to effectively communicate with inventory management and sales staff and alert them to any problems.
- Dismantlers should always maintain a clean and organized work area.
- Parts are cleaned prior to delivery.
- Shipping area is well organized and appropriate documentation accompanies all orders.
- Parts are appropriately packaged prior to delivery.

## **Sales and Communication**

- Sales staff, supervisors, and managers should be versed in all company policies including performance standards as detailed in the ICBC MD manual.
- Sales staff should be thoughtful when communicating orders with repair facilities.
- Conflict should be reduced as much as possible by referring to the standards and using them as a guide for resolving conflict and misunderstandings.
- Returned items should be followed-up with the repair facility, documented, and if possible rectify the situation.
- Problems concerning parts quality should be discussed with inventory management (if applicable) and part descriptions should be re-assessed for accuracy before restocking.
- Proper terminology should be used when communicating damage and/or describing quality and use of slang and/or over-use of acronyms should be discouraged.

## General Facility Standards

	<b>Standards</b>	<b>Suggested Best Practice</b>	<b>Observed Practice (things to look for)</b>
<b>1</b>	Adequate Customer Parking	Adequate customer parking separate from vehicle holding area.	<p>Is there sufficient parking? Is the customer parking area clearly marked with signage?</p> <p>Is there suitable drainage and suitable asphalt, concrete, or gravel?</p> <p>Does the customer have suitable access to sales offices?</p>
<b>2</b>	Professional Counter Sales Area	<p>Area is safe, friendly, and professional. Counter is clean and free of debris.</p> <p>Area is clear of hazardous wastes and components.</p>	<p>Is the counter/sales area clean, organized, and clear of debris?</p> <p>Is the area free of hazardous materials or discarded parts, wastes and/or garbage?</p>
<b>3</b>	Proper Store and Affiliate Signage	<p>Facility has proper signage.</p> <p>Appropriate identification of associations and affiliations are displayed.</p>	<p>Does the facility have clear and appropriately displayed signage?</p> <p>Is the sales area clearly identified with signage?</p> <p>Are other areas out-of-bounds to customers clearly identified?</p> <p>Are window or wall certificates in good condition and do they reflect the professionalism of the association or organization?</p>
<b>4</b>	Facility Structures	<p>Property is well maintained and reflects an orderly business.</p> <p>Offices are organized and tidy.</p>	<p>Are the buildings structurally sound (e.g. no big holes or leaks in the roof)? Entrance and exits are safe, etc.</p> <p>Is the yard organized and all visible areas tidy and organized?</p>

## General Environmental Health and Safety Standards

	<b>Standards</b>	<b>Best Practice</b>	<b>Observed Practice (things to Look for)</b>
1	Health and Safety Policy	The facility has a written health and safety policy.	Verify the company has a health and safety policy. For more information on health and safety visit <a href="http://www.ara.bc.ca">www.ara.bc.ca</a> .  Is it a written policy and it is displayed?
2	Environmental Compliance	The dismantling and hazardous waste storage areas comply with MoE requirements.	Are hazardous waste storage areas in compliance with MoE guidelines?  Are batteries and fluids stored in appropriate containers?
3	Tools and Equipment	Equipment is in good working order and complies with WorksafeBC regulations.	Is all mobile equipment (e.g. forklifts, hoists or lifts) in good operating condition and compliant with regulations?  Are unsafe defective tools and/or equipment marked 'unsafe or do not use'?
4	Health and Safety Training	Workers have received adequate training (e.g. forklift, WHMIS).	Are applicable employees forklift and/or WHMIS trained? Check company-training records and ask employees for their certification card or certificate.
5	Adequate First Aid	There are minimum required first aid and eyewash stations and/or the minimum level of first aid attendants on site.	Is there a first aid attendant on hand? Is there a first aid station? Do employees know who the first aid attendant is or where to go for help?
6	Personal Protective Equipment Policy	The facility has a written PPE policy.	Does the employer have a written PPE policy? Ask employees if they are made aware of this policy. Is the policy enforced? If the company has a designated health & safety coordinator check to ensure policies are enforced.

## Vehicle Dismantling, Parts Pulling, Shipping, and Environmental Processing

	<b>Standard</b>	<b>Best Practices</b>	<b>Observed Practice (things to look for)</b>
<b>1</b>	Vehicles are properly prepared prior to dismantling & processing	<p>A procedure is in place prior to processing vehicles.</p> <p>Vehicle garbage is removed and the vehicle is made safe for handling prior to transport into dismantling and/or processing area.</p> <p>Vehicle electrical components are properly tested and any dismantling prep work is performed.</p> <p>Vehicle is transported safely into processing area.</p>	<p>Observe a dismantler(s) process a vehicle. Does the dismantler review or understand instructions before vehicle preparation?</p> <p>Is garbage removed from the vehicle before it is brought into dismantle/processing area?</p> <p>Are unsafe parts or sharp edges secured?</p> <p>Does the dismantler test electrical components prior to dismantle?</p> <p>Are any deficiencies noted on the work order or reported to appropriate personnel?</p> <p>Does the dismantler follow safe work procedures when transporting vehicle?</p> <p>Does dismantler check hoist and load points?</p>
<b>2</b>	Vehicles are processed according to environmental standards	<p>Area is properly sectioned or marked-off and appropriate distance is maintained from any activity that could produce sparks. A spill kit is near-by and employee can locate.</p> <p>Battery and Fluids are drained and stored in proper containment area. Mercury switches (if applicable) are removed and stored in proper container.</p> <p>Tires and lead tire weights are removed and stored in proper containment.</p> <p>All other hazardous materials, including refrigerants are removed according to proper procedures and stored in appropriate containers.</p>	<p>Is the vehicle processed in a designated area or is it conducted safely away from other activity that could produce sparks?</p> <p>Are batteries placed in a proper containment and fluids stored in proper secondary containment? Are spills attended to immediately? Is there a spill kit near-by and the dismantler can locate where it is?</p> <p>Are lead tire weights and/or lead battery terminals stored in proper container?</p> <p>Are refrigerants disposed of in accordance with MoE guidelines?</p>

	<b>Standard</b>	<b>Best Practice</b>	<b>Observed Practice (things to look for)</b>
<b>3</b>	Vehicles are dismantled according to written instructions	The dismantler observes written instructions. Any deficiencies are properly noted and communicated to supervisor or sales staff.	<p>Does the dismantler(s) review work order before dismantle or pulling parts?</p> <p>Are any discrepancies noted and brought to the attention of the appropriate personnel?</p>
<b>4</b>	Mechanical Parts – all mechanical parts are removed with care	<p>Dismantler follows correct procedures and keeps a clean and orderly area.</p> <p>A catchment container is placed under all parts that may contain residual oils and fluids.</p> <p>Dismantler wears appropriate PPE when pulling parts and complies with company policy.</p> <p>Dismantler properly writes stock number and other information on part and places and or stores part in proper location or as otherwise noted.</p> <p>Dismantler properly disconnects wires and attachments from parts.</p> <p>Dismantler does not take unnecessary risks when lifting, transporting or removing parts.</p>	<p>Observe dismantler(s) removing mechanical parts:</p> <p>Do they follow instructions?</p> <p>Do they maintain a clean and orderly area?</p> <p>Are catchment containers placed underneath parts for any residual fluids?</p> <p>Is the dismantler(s) wearing the appropriate PPE and complying with company policy?</p> <p>Does the dismantler write stock numbers and other applicable info on the part?</p> <p>Does the dismantler(s) properly disconnect all wires, hoses, switches, and connections?</p> <p>Does the dismantler place the part in the appropriate catchment or storage area?</p> <p>Does the dismantler properly transport part(s) without taking any unnecessary safety risks or risk of damaging the part?</p>

	<b>Standard</b>	<b>Best Practice</b>	<b>Observed Practice (things to look for)</b>
<b>5</b>	Body Parts - interior and exterior parts are removed with care	<p>Dismantler follows correct procedures.</p> <p>Dismantler does not take unnecessary risks when lifting, transporting or removing parts.</p> <p>Dismantler wears appropriate PPE when removing parts.</p> <p>Dismantler writes stock numbers and other important information on part prior to storage.</p> <p>Any extra or extraneous parts removed are left in vehicle with stock number and other information written on them.</p> <p>When removing any component that has wiring or attachments the dismantler is careful to disconnect from source and avoids any unnecessary cutting.</p>	<p>Observe the dismantler(s) removing body part(s):</p> <p>Does the dismantler(s) safely remove and/or transport the part not taking any unnecessary safety risks or risks of damaging the part(s)?</p> <p>Does the dismantler review the instructions before removing part(s)?</p> <p>Is the dismantler wearing the appropriate PPE for the job?</p> <p>Are stock numbers are marked on any excess parts pulled and stored appropriately?</p> <p>Check to ensure that wiring, hoses and other electrical connections are properly disconnected.</p>
<b>6</b>	Parts are cleaned prior to shipment.	<p>All parts have been cleaned and inspected prior to shipping.</p> <p>The facility should have parts cleaning procedures that comply with environmental regulations.</p> <p>Cleaning procedures ensure parts will not be damaged while cleaning (e.g., mechanical parts are properly protected during cleaning; grease, and oil and dirt is thoroughly removed during cleaning).</p>	<p>Observe shipping of parts:</p> <p>Does the shipper check to see if the part has been cleaned?</p> <p>Does the shipper ensure the part matches the shipping order?</p> <p>Do cleaning procedures comply with environmental regulations?</p> <p>Observe parts being cleaned:</p> <p>Does the parts cleaner ensure that all mechanical parts are watertight before cleaning?</p> <p>Does the parts cleaner thoroughly inspect the part after cleaning?</p>

	<b>Standard</b>	<b>Best Practice</b>	<b>Observed Practice (things to look for)</b>
7.	Parts are securely wrapped and shipped with proper shipping documentation	<p>Glass should be wrapped and secured in cardboard or appropriate container with stickers place on it marked fragile, top, load, or glass.</p> <p>Small parts like engine control modules should be placed in a box with filler paper, bubble wrap, or vacuum sealed to protect them from damage.</p> <p>Doors and quarter panels will need to be crated or placed on a pallet. Rear sections, front sections, and truck boxes are to be placed on a pallet.</p> <p>All packages must have a shipping order with the company information to which it is being shipped clearly marked on it.</p>	<p>Check to ensure that glass and other fragile parts are securely wrapped and appropriately marked as fragile along with other important information.</p> <p>Check shipments of electronic components to ensure they are properly wrapped and protected.</p> <p>Check shipment of larger sheet metal parts to ensure they are properly crated and protected against damage.</p> <p>Check to ensure that packages and shipments include all necessary information.</p>
8	Parts are stored with care and properly identified	<p>Body panels should always be stored with care.</p> <p>Parts should be stored in a safe and tidy manner.</p> <p>Delicate parts are stored with other delicate parts.</p> <p>Stock numbers with proper identification should accompany each part (either tagged or written on part).</p>	<p>Check storage areas and ensure that body panels are stored with care.</p> <p>Check that all parts are stored in a safe manner.</p> <p>Check to ensure that delicate parts are stored with other delicate parts.</p> <p>Check that parts in storage are properly tagged and/or have stock numbers and other identifiable information written on them.</p>
9	Section cuts are properly identified on the work order	<p>Work order properly details sections to be cut and communicated to parts dismantler.</p> <p>Vehicle dismantler takes appropriate care when sectioning vehicle and follows all health and safety protocols.</p>	<p>Examine work orders for appropriate section cutting details.</p> <p>Observe a section cut – did the dismantler observe work order instructions?</p> <p>Was the part properly transported?</p> <p>Did the dismantler take the necessary precautions?</p>

## Inventory and Parts Grading Standards

	<b>Standard</b>	<b>Best Practice</b>	<b>Observed Practice (things to look for)</b>
<b>1</b>	Advertised parts (mechanical and body) are properly graded and list proper damage codes	<p>Advertisements (e.g. car-part listings) list appropriate damage code and parts grade.</p> <p>Allied RPL responses list damage code and parts grade and any other appropriate damage descriptions.</p>	<p>Search recent company Car-part, Craig's-list, or Ebay listings. Do advertisements list part grade and/or damage code?</p> <p>Do electronic responses and/or electronic quotes list correct damage code and parts grade? Randomly verify quotes and ads with codes or grades with inventory.</p> <p><b>*Applies only to parts inventoried after date of certification</b></p>
<b>2</b>	<p>Pictures used in advertisements reflect</p> <p>Parts grade and damage</p>	<p>Pictures of damage should be clear and show an unobstructed view of the part reflecting the type and location of damage.</p> <p>Parts grade properly reflects what is shown in the picture.</p>	<p>Check the quality of the advertised pictures. Are the pictures an adequate representation of the condition of the vehicle/part?</p> <p>Do the damage code and the part grade match the visual representation?</p> <p><b>*Applies only to sheet metal parts</b></p>
<b>3</b>	Inventoried parts properly coded for damage and parts grade	All electronically inventoried parts list damage code and/or parts grade.	<p>Review inventory – are parts properly damage coded and graded? Verify the parts grade through a visual check of a random sample of parts.</p> <p><b>*Applies only to parts post certification</b></p>

	<b>Standard</b>	<b>Best Practice</b>	<b>Observed Practice (Suggested things to look for)</b>
4	The facility has a quality control system in place for returned parts	<p>The facility has a written return policy.</p> <p>All returned parts are documented with the reason for the return.</p> <p>The part is re-inspected before re-stocked and any corrections should be reflected in the inventory system.</p>	<p>Verify the company has a written return policy.</p> <p>Verify there is a system in place for returned parts that records the reason for the return.</p> <p>Verify that parts are being re-inspected and errors in the system corrected made before being re-stocked and advertised.</p>
5.	All employees whose job entails inventorying, recording, grading or selling parts should have a good working knowledge of parts coding, grading and the ARA parts definitions standards.	<p>Employees have completed module two of the recycler-training program.</p> <p>Employees have a good working knowledge of the ARA parts standards.</p>	<p>Randomly ask employees parts grading questions in order to test their knowledge.</p> <p>Check training records or confirm with the ARA that employees have completed assigned training.</p>

## Sales and Communication

	<b>Standard</b>	<b>Best Practice</b>	<b>Observed Practice (Suggested things to look for)</b>
<b>1</b>	Sales and counter staff conduct themselves in a friendly professional manner	<p>Calls are answered in a friendly professional manner.</p> <p>Sales person answers with his/her name and company information.</p> <p>Callers on hold are answered in the shortest time possible.</p> <p>If not able to connect with person then offered a chance to have them receive a call back when the person is able.</p> <p>Conversation is kept professional.</p>	<p><b>Observe the counter/sales area:</b></p> <p>Are sales calls being answered in a professional and friendly manner?</p> <p>Do they answer by stating their name and company</p> <p>How do sales persons manage their calls? Are customers kept unnecessarily waiting?</p> <p>If the person they are waiting for has not responded are they given an explanation and/or offered a call back?</p> <p>Do the sales/counter person(s) maintain a professional tone during calls?</p>
<b>2</b>	Written policies	<p>Sales staff is aware of all warranty and return policies.</p> <p>Policies are written and placed in a visible location or made available to customers.</p>	<p>Does the company have a written warranty/return policy and are they posted and/or made available to customers?</p> <p>Are sales persons aware of policy terms and conditions?</p>

	<b>Standards</b>	<b>Suggested Best Practice</b>	<b>Observed Practice (Suggested things to look for)</b>
<b>3</b>	Standards of Performance	<p>For all ICBC related claims, sales staff refer to the ICBC standards of performance.</p> <p>A copy of the standards of performance is printed and accessible or sales staff knows how to access information from the ICBC web site.</p> <p>Sales staff have completed the standards of performance (module three) of the recycler-training program.</p> <p>Sales staff must try to resolve disputes using the Standards of Performance as a guideline.</p> <p>If the repair facility is not aware of the standards and/or the expectations of recyclers and repair facilities then the sales staff will do their best to communicate and explain that information to the repair facility.</p>	<p>Do counter/sales refer to the standards of performance when discussing or resolving conflicts with repair facilities?</p> <p>Confirm there a printed copy of the standards near-by and that employees are aware where they can go to get information?</p> <p>Have all counter/sales and management personnel completed the SoP training?</p> <p>Are they familiar with basic guidelines? Ask random questions to test their knowledge.</p>
<b>4</b>	Parts Grading and Damage Coding	<p>Sales staff references the ARA damage codes and parts grade when communicating parts quality to ICBC repair facilities.</p> <p>The sales staff will do their best to explain what the codes and grade mean.</p> <p>The sales staff should avoid use of common slang and acronyms when communicating parts quality to repair facilities.</p>	<p>When describing parts quality and/or damage to repair facilities do the sales/counter person(s) use ARA parts grading and damage codes?</p> <p>If asked, do they explain/clarify to the customer what these codes and/or grades mean?</p> <p>Observe the sales area: Do they use slang or ambiguous terms instead?</p>