



**AUTOMOTIVE
RETAILERS ASSOCIATION**
Driving Industry Excellence

Certified Auto**Glass** Service



September 2020

Table of Contents

- ARA..... 3
- Certified AutoGlass Service Program..... 3
- Program Goals & Benefits 3
- Code of Ethics..... 4
- Program Administration 4
 - How to apply for certification 4
 - Certification agreement 5
 - Certification package..... 5
 - Maintaining certification..... 6
 - Quality management..... 6
- Advanced Driver Assist System (ADAS) policy..... 6
- Guarantee 7
 - Process to manage warranty / guarantee issues..... 7
 - Repair order / invoice accuracy and documentation requirements 8
- Special Compensation Fund 8
- Program Governance 9
 - ARA Certified AutoGlass Services Advisory Board 9
 - Audits..... 9
 - Audit objectives 9
 - Audit outcomes 10
 - Loss of certification 10
- Permitted Uses of Logos and Logo Usage Guidelines 11
- Appendix 1 – Certified AutoGlass Service Program Standards..... 12

ARA

Established in 1951, the Automotive Retailers Association (ARA), a non-profit association, has worked to represent the aftermarket industry for more than 68 years. We are the largest trade association of its kind in British Columbia and represent over 1,000 automotive member businesses.

Mission Statement

To be the engine of industry development, to set practice and standards that enhance opportunities for retail success while protecting the safety and satisfaction of the motoring public.

To create compelling opportunities for membership participation in enhancing our industry and the communities in which we operate.

Vision Statement

Driving Industry Excellence

Certified AutoGlass Service Program

The Automotive Retailers Association (ARA) “Certified AutoGlass Service” program is an initiative driven by and for the automotive glass repair and replacement industry. The program will accredit and identify those auto glass service providers that have achieved the highest industry standards for quality, safety and service in the repair and replacement of automotive glass.

The Certified AutoGlass Service program, referred to as CAGS, ensures that customers receive the best in auto glass repair and replacement for the complex vehicles of today and the future.

The CAGS will serve as the foundation on which to define the qualifications deemed necessary to be a top-level performer. The program is voluntary and open to all auto glass repair providers. The program is administered by the Automotive Retailers Association (ARA).

This guide describes the program, application process, benefits of admission, and the requirements a CAGS provider must meet and maintain to participate.

Program Goals & Benefits

- Develop and promote industry-defined certification standards that set high measures for safe, quality glass repair and replacement.
- Improve customer and stakeholder confidence and satisfaction by ensuring the motoring public in British Columbia receives the highest standards for glass repair and replacement.
- Provide a mechanism for glass repairers to establish and publicize their credentials as world-leading facilities and their ability to meet the requirements of industry partners and the consumer.

- Provide a strong governance system to ensure the values of the CAGS program are maintained and expanded as vehicle and repair technology continue to change.

All CAGS providers will receive the following benefits:

- Inclusion of your company name and information on the CAGS program
- The opportunity to measure and establish evidence of repair/replacement competence and quality against OEM requirements.
- Third-party recognition as the top tier of glass facilities, the opportunity to be identified with the best.
- Promotional material identifying your shop as a CAGS provider
- Improved recruitment by promoting your company as an industry-leading employer

For insurers, and other partners:

The program establishes a credible, objective, not-for-profit third-party agency to conduct shop audits and validate the credentials of the top industry performers.

Code of Ethics

All CAGS providers must follow the highest professional and ethical business practices when dealing with customers, suppliers, and business partners. This code of ethics applies to all CAGS providers, their owners, managers, and staff.

Certified Collision Repair providers shall commit to the following:

- Adhering to the CAGS Program Guide and all standards related to automotive glass repair and replacement
- Fully support the CAGS program and its compliance, audit measures, and processes
- Adhere to all federal, provincial, and local legal requirements governing the operations of glass repair and replacements
- Honour CAGS product and workmanship warranties

Program Administration

How to apply for certification

Applicants may apply to register their interest in the program and to confirm what, if any, program requirements are necessary for them to complete to achieve the standards ([Appendix 1](#)) of the CAGS program. The online application and checklist found [here](#), outlines the program requirements to achieve the CAGS standards. The annual program fee will be charged once the on-site audit inspection has been coordinated. The intention of the program is to ensure industry is prepared prior to the audit completion; as such, no refund will be issued after the on-site audit has been completed.

The program’s annual fee structure is as follows:

| | Annual Fee | GST | Total |
|------------------------|-------------------|------------|--------------|
| CAGS Fee – ARA Member | | | |
| - 1 st year | \$500 | \$25.00 | \$525.00 |
| - Subsequent years | \$400 | \$20.00 | \$420.00 |
| CAGS Fee – Non-Member | | | |
| - 1 st year | \$900 | \$45.00 | \$945.00 |
| - Subsequent years | \$750 | \$37.50 | \$787.50 |

By applying to the program, the repairer agrees to the CAGS Program Terms and Conditions outlined in the [CAGS Agreement](#). Fees (excluding the Special Compensation Fund) are used solely for the purpose of administering and on-going development of the program.

Upon receipt of the completed application, a review will determine if the shop has completed all of the necessary requirements. The CAGS program coordinator will work with the shop to ensure all program requirements are fulfilled prior to program fees being charged. Once deemed “ready” the application fee will be charged and a facility inspection scheduled. Upon passing the inspection and evaluation, the shop will be designated as an ARA Certified AutoGlass Service (CAGS) provider.

Certification agreement

The CAGS Agreement with the ARA has a term of one (1) year, unless terminated by either party. The shop may withdraw from the program at any time with thirty (30) days written notice to ARA.

CAGS requirements may change from year to year, without prior notice, as a reflection of advances in the repair industry and in customer service standards.

Program fees are non-refundable should a provider withdraw or is terminated from the program.

Certification package

The first year certification package will include the following:

- Exterior signage
- Interior plaque
- Brochure (50)
- Poster (1)
- Warranty stickers (1000)

(Link to program material [Re-order Form](#))

Maintaining certification

CAGS members shall continue to meet all requirements and standards of the program. The ARA reserves the right to inspect and evaluate any shop, without notice, during business hours to verify continuing compliance and fulfillment of all requirements.

Quality management

All CAGS providers will be provided with an initial supply of “Certified AutoGlass Service” warranty decals. Subsequent decals shall be purchased from the ARA. Each set of numbered decals will be unique to that provider.

Sample decal



It is a requirement of the program that every windshield installed by a CAGS provider will be identified by affixing the decal to an area near the top of the interior of the windshield that is accessible and agreeable to the customer. The unique decal number must be documented on the customer’s copy of the repair order or invoice. This will also serve to validate any guarantee issues.

Advanced Driver Assist System (ADAS) policy

The CAGS program has created an Advanced Driver Assist System (ADAS) policy to ensure vehicles equipped with ADAS are being repaired as per the manufacturer’s recommendations. It is the responsibility of a CAGS provider to know the calibration requirements for any vehicle that is serviced.

CAGS understands that every business is different in terms of marketplace and/or feasibility of having an in-house ADAS calibration solution. As such CAGS requires the following to manage ADAS:

- The ability to identify the ADAS requirements for the vehicle before beginning work.
- Advise the vehicle’s owner/representative of the ADAS options on the vehicle, the function of each and how the specific ADAS requirements will be managed.
- Develop a plan (including documentation to support each protocol) to manage the ADAS calibration and utilize one of the following procedures:

1. In-house calibration:

- a. Documentation that supports work undertaken to calibrate, and
 - b. Confirmation that the ADAS systems were returned to proper working order.
- 2. Sublet:**
- a. Manage the calibration on behalf of the client through a partner, and
 - b. Provide the vehicle's owner/representative a copy of the completed calibrations with confirmation that ADAS functions were returned to proper working order.
- 3. Vehicle owner/representative will manage calibration:**
- a. Provide vehicle's owner/representative with documentation that identifies what must be done
 - b. Acknowledgment by the vehicle's owner/representative that they are taking responsibility for the calibration and absolving you from any responsibility, (Link to sample [ADAS Customer Acknowledgement Form](#))

Guarantee

All repair work shall meet the highest industry standards for safety and quality, and it shall be covered by a written limited [Lifetime Guarantee](#) covering parts, installation and repairs for as long as the customer owns the vehicle. The guarantee shall contain the facility's name, customer and vehicle information, and the ARA Certified AutoGlass Logo shall be on display.

Process to manage warranty / guarantee issues

Certified AutoGlass Service facilities shall be given an opportunity to correct sub-standard repairs promptly under your facility's guarantee. The ARA will work with the CAGS Member to satisfy the customer if a dispute arises.

In the event a resolution is not agreed upon, and the committee supports the customers position the compensation fund may be accessed to correct the deficiency for related expenses but limited to the repairs as outlined on the work order. The CAGS committee may, as a result of their decision exercise discipline up to and including removal from the program. In situations with extenuating circumstances and with the customer's authorization, the participant can arrange to have repairs corrected at a secondary Certified AutoGlass Service facility. A written agreement with the Certified AutoGlass Service facilities on the provision of guarantee is required. There is an expectation that assisting service facilities will work to provide re-repairs at a reasonable cost.

If a workmanship issue arises involving a sublet repairer (someone contracted by the original CAGS service provider), the CAGS service provider is responsible for resolving the issue with the repairer on behalf of the customer.

If there is a warranty request by a customer where the Certified AutoGlass Service facility ceases to carry on business operations (closed or insolvent), the ARA will determine if the warranty request is related to the original repairs performed by the closed Certified AutoGlass Service facility. The manager of the CAGS may access the Special Compensation Fund to cover the costs of the repair.

Repair order / invoice accuracy and documentation requirements

The program member is responsible to ensure that the repair order/invoice is an accurate accounting of the work done, including all labour operations performed, parts replaced, and any sublet performed. Repair order / invoice must be computer generated and include the following:

- Customer information – Name, address and contact number
- Vehicle information – Year, make, model, VIN number, license plate number
- For Insurance / Fleet work – must include claim number or any other unique number for follow up
- Must include warranty /guarantee, unless provided to customer in another form

Repair order documentation/process

Pre-inspect the vehicle with the customer and document any concerns.

Note – CAGS members may use the [Pre-authorization and Inspection Form](#). A Member using its own internal repair order shall ensure the order form contains all information identified above and contained in the CAGS form.

Special Compensation Fund

The CAGS will develop and administer a [Special Compensation Fund](#) in connection with CAGS. The Purpose of Special Compensation Fund is to make funds available to the program in order to cover approved repair costs incurred under a Lifetime Guarantee. This is applicable where a Certified Repair Shop that has become insolvent and/or has ceased to carry on business operations. Additionally, the fund may be used in circumstances where a facility has been removed from the program for failure to resolve a customer dispute and continues to refuse to correct deficiencies. The Fund, at the discretion of the CAGS committee may be used to pay for re-repair to the affected area to support the integrity of the program guarantee.

Program Governance

The Certified AutoGlass Service Program will ensure that adequate oversight is a foundation of this program. An independent industry advisory board and an audit process are key components of the certification program

ARA Certified AutoGlass Services Advisory Board

The CAGS program will ensure that adequate oversight is a foundation of this program. The ARA Certified AutoGlass Services Advisory Board, an independent industry board, will provide oversight to all ARA certification and accreditation programs.

The advisory board will consist of the following members:

- A chairperson (Certification Program Manager)
- Members of the automotive repair and service repair industry (as deemed appropriate by the Auto Glass Division Executive)

An ad hoc committee will be formed on an as needed basis to provide ongoing oversight of the program.

The mandate of the committee is to review the following:

- Program sanction decisions
- Loss of certification
- Appeals
- Assignment of funds through the Special Compensation Fund

Appeal

If a shop certification is denied or withdrawn, a written appeal may be filed. The written appeal shall be received by CAGS management within 30 business days of the shop receiving notice of denial or withdrawal. The appeal will be heard by a Certified AutoGlass Service Committee that will render a binding decision within sixty (60) days of the receipt of the appeal based upon information provided by all parties.

Audits

Audit objectives

The audits will help identify potential opportunities to improve both the administrative and technical aspects of the glass repair, replacement process for the benefit of our customers, stakeholders, and the glass industry through the following:

- Monitoring and promoting shop performance

- Monitoring and promoting shop compliance with the CAGS program standards
- Minimizing potential risks to customers, stakeholders, and the glass industry

Audits are conducted every second year and are based on the CAGS program requirements and inspection checklist. The audits will be conducted within a reasonable time period at the provider's facility based upon a provincial rotational model.

| | |
|-----------------------------------------|-----------|
| ▪ Abbotsford/Chilliwack/Mission/Hope | January |
| ▪ Surrey/Langley: | February |
| ▪ Burnaby/Delta/Richmond: | March |
| ▪ Vancouver Island: | April |
| ▪ Coq./PoCo/M Ridge/Van/N Van/Squamish: | May |
| ▪ Northern Interior: | September |
| ▪ Southern Interior: | October |

The scope of the evaluations will include repairs in progress and/or completed repairs.

The primary purpose of audits is to validate the repair facility meets each of the audit standards ([Appendix 1](#)).

It is the applicant's responsibility to assure that all information requested is available to the inspector at the time of the audit.

Audit outcomes

All findings will be documented by the auditor and maintained by the ARA or its agent. The findings will be communicated to the applicant.

Loss of certification

The ARA reserves the right to withdraw certification. A shop can lose certification for any of (but not limited to) the following reasons:

- Failure to abide by the Terms and Conditions outlined in this program guide
- Failure to abide by the terms of the certification agreement
- Failure to complete guaranteed, quality, safe repairs
- Wilfully making false statements on the application for certification
- Unprofessional conduct
- Failure to rectify defaults to the program within thirty (30) days or such longer period as deemed appropriate by the ARA
- Intentional, negligent, or fraudulent misrepresentation to customers or insurance providers with respect to services performed or parts supplied
- Unauthorized use of ARA CAGS program logo

In the event the certification is lost or cancelled, all signage and promotional material shall be returned, and the provider shall immediately discontinue use or display of the Certified

AutoGlass Service logo on any and all premises, mobile units, business cards, stationery, advertising, and/or any other use of the logo.

The cost of removing any signs, materials, or any other promotional materials is the sole responsibility of the participant. The provider will be unable to make a further application for a period of six (6) months.

Permitted Uses of Logos and Logo Usage Guidelines

Any reproduction of the ARA logo requires prior approval from ARA Marketing to assess the brand image, the company it is being partnered with, and the correct use of the logo. It is ARA Marketing's responsibility to ensure the ARA brand is correctly represented and protected.

ARA Marketing must approve all uses of the ARA logo, brand, or mark prior to their use. Please review the [ARA Logo Application Standards](#).

Appendix 1 – Certified AutoGlass Service Program Standards

Business Requirements

- A full-time business in a permanent structure at a fixed location open during normal business hours
Note: Each location of a company or franchise is required to qualify separately
- Maintain and operate an existing, full-time licensed business whose business is auto glass
- Permanent business telephone line and computer with internet capabilities
- Equipped with a digital camera, printer and fax capabilities
- A computerized point of sale system
- Have a current Garage Liability Policy
- Have Commercial General Liability insurance — minimum \$5,000,000.00
- Adhere to applicable federal, provincial, and municipal acts, regulations, and standards including health and safety
- Provide proof of proper handling and disposal of hazardous wastes and contaminants as required by applicable laws, regulations, and guidelines
- Provide a written limited lifetime guarantee
- Utilize CAGS decals in accordance with the CAGS guidelines
- Participate in funding towards the Special Compensation Fund

Facility requirements

- Maintain clean and orderly customer service areas including reception areas, and restrooms
- Ensure glass installation areas are conducive to recommended auto glass installation criteria
- Keep all areas accessible to customers free of working materials or other dangerous matter
- Store products safely away from customer areas in accordance with the product manufacturers' recommendations
- Permanently affix adequate business signage to the building that displays the name of the company
- Where auto glass is not the primary/core business the Certified AutoGlass Service member facilities shall:
 - Have a separate or distinct customer counter/area in reception for auto glass
 - Have a dedicated, self-contained glass bay or area isolated from other service work
- Have a secure vehicle storage area

Retail mobile repair and replacement (mobile-only auto glass does not meet CAGS program requirements)

All CAGS members who offer retail mobile service shall meet the following requirements;

- Appropriate business license(s) for areas in which glass service is provided
- A vehicle in proper working condition with properly displayed business and CAGS signage
- Ability to provide a workable environment for glass repair and/or replacement as per recommended procedures by the glass manufacturer
- Proper containment for chemical products, including proof of adequate disposal
- Retail place of business from which a mobile service is dispatched
- Adequate liability insurance with a garage policy

Tools & equipment

All CAGS members shall have on-hand a complete set of tools required to provide safe, quality, glass replacement services. Specific tool requirements can be found on the program application.

Parts and materials

Windshields

- Program members shall use only quality parts as required by the vehicle manufacturer (OEM) or OEM equivalent
- All replacement parts shall meet Original Equipment Manufacturer (OEM), Transport Canada (DOT) and all applicable safety and quality requirements, laws, acts, and regulations
- All glass parts shall have a DOT number and be sourced from an approved DOT manufacturer
Note: Program members shall not use inferior, blemished, distorted, or substandard parts on customers' vehicles.

Materials

- Program members shall use the most appropriate and up-to-date installation products and methods as required by the Original Equipment Manufacturer (OEM) and/or glass manufacturer
- All materials used that originate with manufacturer lot numbers and expirations dates (when appropriate) shall be maintained according to the manufacturer's specifications. No product shall be used if it exceeds its expiration date or shelf life

The minimum material requirements can be found on the program application.

Glass repair

Program members will have the necessary equipment to provide windshield repair services with those repairs in compliance with the BC Motor Vehicle Act and Regulations.

Technical reference manuals

All CAGS providers will follow current application methodology for the installation of automotive glass. The provider shall possess current reference materials (as per product line) that include, but are not limited to:

- Mitchel N.A.G.S. foreign and domestic calculators
- Safe drive-away charts for urethane products
- Product specific information re: primer curing and temperature limitation
- WHMIS information for all required materials

Personnel requirements

All staff performing work on customers' vehicles shall possess a British Columbia Certificate of Qualification for an Automotive Glass Technician or be registered as an automotive glass technician apprentice with the Industry Training Authority in British Columbia. All apprentices shall be under the supervision of a certified auto glass technician.