



**Saudi Standards, Metrology and Quality Organization
(SASO)**

**Technical Regulation for Classification of Vehicle Maintenance and
Repair Centers**

**This regulation was approved in the meeting of SASO board of directors No.
(164) held on 19/7/1439 A.H. (5/4/2018 A.D.)**

Published in Official Gazette on
13/12/1439 A.H.
(24/08/2018)

Version 1

Note:

**Only the Arabic version of this Regulation is authentic in law and is
applicable where there are differences with this translation**

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Preamble

In accordance with Article 3 (Clause-1), Statue of Saudi Standards, Metrology and Quality Organization, issued in accordance with the Council of Ministers Decree No. 216, dated 17/06/1431 A.H. (31/05/2010 A.D.), stipulating that: **“SASO should undertake the issuance of Saudi standards, quality systems and guidelines and conformity assessment, compatible with international standards and guidelines, that meet the requirements of the World Trade Organization (WTO) Agreement, in addition to their compliance with Islamic Sharia and serving the interests of Saudi Arabia”;**

In accordance with Article 4 (Clause-2), Statue of Saudi Standards, Metrology and Quality Organization, issued in accordance with the Council of Ministers Decree No. 216, dated 17/06/1431 A.H. (31/05/2010 A.D.), stipulating that: **“SASO should undertake the issuance of regulations for conformity assessment procedures of goods, products, and services according to approved standards”;**

In accordance with Article 4 (Clause-14), Statue of Saudi Standards, Metrology and Quality Organization, issued in accordance with the Council of Ministers Decree No. 216, dated 17/06/1431 A.H. (31/05/2010 A.D.), stipulating that: **“SASO should undertake reviewing the laws and control regulations related to SASO’s work fields, and develop them, and propose amendments thereto in line with quality and safety requirements, and refer them to competent bodies in order to review and issue them, in accordance with applicable procedures”;**


In accordance with Article 6 (Clause-1), Statue of Saudi Standards, Metrology and Quality Organization, issued in accordance with the Council of Ministers Decree No. 216, dated 17/06/1431 A.H. (31/05/2010 A.D.), stipulating that: **“Taking into consideration what has been mentioned in Article 4 of this Statute, SASO is considered the reference of matters related to standards, conformity assessment procedures, granting the quality mark, metrology and calibration. All public and private sectors shall be adhered to the Saudi standards in all purchases”.**

Whereas the standards of the products included in a regulation shall be a basis for the conformity of such products with the essential safety requirements included in the specified regulation.

Therefore, SASO has developed this Technical Regulation.

Since services, as per the Technical Barriers to Trade Agreement (TBT), are considered as products, then adherence to standards and/or technical specifications of the products and/or services covered by a Technical Regulation is considered as an evidence of fulfillment of these products and/or services to the essential requirements of the relevant Technical Regulation. In order to ensure the customer’s safety and his right to obtain an acceptable level

of quality and safety from the vehicles' maintenance service centers, thus, SASO had prepared this Technical Regulation.



Note: This preamble and all the annexes of this regulation shall form an integral part thereof.

Article (1): Terms and Definitions

- 1/1** Nomenclatures and expressions hereunder – during the application of this Technical Regulation - shall have the meanings indicated in front thereof, unless the context requires otherwise:

SASO: Saudi Standards, Metrology and Quality Organization

The Board: SASO's Board of Directors.

The Kingdom (KSA): The Kingdom of Saudi Arabia.

Technical Regulation: A document approved by The Board that provides the characteristics of the products, the associated processes and their production methods, including the applicable administrative provisions; with which compliance is mandatory. The technical regulation can also include or pay attention to terms, definitions, packaging, and requirements of markings or labelling on products, services, processes or production methods.

Standard: A document specifying the characteristics of the good, material, service, or anything that is subject to measurement. The standard also offers descriptions, characteristics, level of quality, dimensions, measurements, safety and security requirements. A standard may also include terminology, symbols, test methods and sampling techniques, packaging, labeling and marking requirements.

Essential Requirements: The special requirements of the products; that may affect the safety, health, and the environment; that must be adhered to.

Licensing Authorities: is the governmental authority responsible for licensing the activity of workshops and vehicles maintenance centers.

Regulatory Authorities: Authorities/governmental bodies with regulatory tasks according to their specializations, that are responsible for the implementation and enforcement of technical regulations.

Hazard(s): A potential source of harm.

Risk (s): A potential risk causing damage; associated with the severity of damage.

Establishment: A workshop, center, building, constructional structure, or a place dedicated to vehicle maintenance or repair services, including all equipment, tools and systems used in the repair process, including mobile units.

Service: Vehicle protective and corrective maintenance systems and operations.

Customer: A person/entity who receives a good or service that fulfills his or her personal needs or the needs of others, whether for a fee or free of cost.

Classification of Establishment: A system of evaluation of the performance level and type of service provided by the establishment in accordance with the requirements of this technical regulation.

Star Rating: The process of classifying the establishments according to the approved criteria, where the classification includes a number of stars, ranging from one to four stars.

Repair: Restoration of certain damaged parts of the vehicle.

Mutual Contamination: Damage or pollution that might occur to the vehicles at the repair / maintenance center.


Vehicle: A vehicle operated by an engine, including motorcycles and trucks. The vehicle does not depend, regarding its movement, on rods, cables, or anything similar.

Conformity Assessment Procedures: A document approved by the Board of Directors, which describes the procedures used directly, or indirectly for the conformity assessment.

Notified (Approved) Bodies: Conformity Assessment Bodies "Third Party", approved by SASO in accordance with the regulation of approving Conformity Assessment Bodies.

Center Classification Certificate: A certificate issued by SASO or by one of its authorized entities, which classify the vehicle maintenance service establishments, according to the requirements of this technical regulation.

Establishment Conformity Declaration: An acknowledgement by the legal representative of the establishment that it complies with the requirements of the applicable legislation, including this technical regulation, without any necessary intervention from a third party. The declaration may be based on internal inspections carried out by the establishment on the service of vehicle maintenance in accordance with this technical regulation.

-  **1/2** The terms and expressions specified herein shall have the meanings specified in the applicable laws, regulations, and decrees of SASO.

Article (2): Scope

This regulation applies to all establishments operating in the vehicle maintenance and repair sector in KSA, excluding establishments subject to military and security authorities.

Article (3): Objectives

This regulation aims to classify establishments operating in the vehicle maintenance and repair sector, depending on the degree of compliance with safety requirements, services and their quality.

The classification of establishments by categories and distinction between them in the star system is to raise the competitiveness between establishments to improve the quality and safety of the services provided. This classification is an incentive for these establishments to obtain the privileges of accepting and adopting their services by the relevant government agencies and institutions, as decided by the competent authority.

Article (4): Classification of Establishments

4/1 Classification of establishments according to their activities

This technical regulation classifies the establishments operating in the sector of inspection, maintenance and repair of vehicles according to their activity according to the following categories:

- A) Category A: Any establishment integrated in providing all the required services for vehicles such as inspection, maintenance, repair and renovation, and includes the services of all the categories listed below.
- B) Category B: Any establishment that provides inspection, maintenance and repair services for mechanical devices, including engines, control and steering devices.
- C) Category C: Any establishment that provides inspection, maintenance, and repair services for vehicle structure and glass replacement.
- D) Category D: Any establishment specialized in providing a unique service of inspection, maintenance and repairing of a single system in vehicles such as: specialization in the cooling system, air conditioning system, pumping system, lighting system, or alarm and control system. This category includes any establishment that provides its services in more than one system.
- E) Category E: Any establishment that has two or more of the categories (B, C, D, F).



- F) Category F: Any establishment that provides periodic inspection and maintenance services, such as oil change, wheel maintenance and sale of parts related to such services.

4/2 Star classification system

The establishment is characterized by a number of stars, depending on the extent to which it meets the requirements of the classification grade contained in the annexes of this regulation, in addition to the classification of the establishment according to its activities.

Article (5): Obligations of Establishment

5/1 General requirements

- A) The establishment shall obtain a license to perform the activities from the competent governmental authorities.
- B) Obtain a Classification Certificate from SASO or a Notified (Approved) Body, in accordance with the criteria set by SASO.
- C) Cooperate with the relevant Licensing and Regulatory Authorities, by providing all the required documents and information.
- D) The establishment shall notify SASO of any change or update in any of the submitted documents.
- E) The establishment shall adhere to the requirements of this regulation.
- F) The establishment shall notify the conformity assessment body (Notified Body) - which carried out the inspection and audit operation - of any proposed modification in relation to the facility.
- G) In case of multiple branches of the establishment, the establishment shall obtain a Classification Certificate for each of its branches.
- H) The establishment shall meet the requirements of the technical regulation, in order to classify it in accordance with the annexes of this technical regulation.

5/2 Safety requirements

5/2/1 Utilized equipment and devices

- A) Devices and equipment must be in a good and safe operational condition, and used for the purpose for which it was designed.
- B) The establishment has to calibrate the utilized equipment and devices regularly according to the manufacturer's instructions; such process shall be documented in special record for each equipment.
- C) Any defected equipment or device, or that may pose a risk to their users, or that need calibration shall be excluded from service, or moved out of the workshop, if possible, or through fixing a clear suitable label indicating that it shall not be used.



- D) The establishment shall periodically inspect the equipment and ensure that it is in good condition.

5/2/2 Utilized spare parts and materials

- A) Customer approval of the spare parts to be installed and their prices shall be taken prior to the repair process.
- B) The establishment shall submit a purchase invoice for the spare parts to the customer.
- C) Replaced parts shall be available to the customer upon request
- D) Spare parts and other materials should be properly stored to ensure that they are maintained in a good condition during the storage period.
- E) The facility must provide containers for spare parts that are intended to be disposed of to preserve the environment

5/2/3 Fire safety

The establishment shall adhere to the instructions and requirements issued by the Civil Defense and other relevant entities.

5/3 Technical requirements

5/3/1 Documentation of the repair process and provided services

The establishment shall identify and document repair process and/or provided services and repairs, including:

- A) The service to be provided and/or parts to be repaired.
- B) Persons assigned to the service providing process.
- C) Repair methods and service providing that must be applied, and the estimated duration of the service.
- D) Spare parts to be replaced.

5/3/2 Specialties and responsibilities of employees

The establishment must document the description of the jobs and qualifications of the employees in the establishment.

5/3/3 Preparation and training

The establishment shall identify and document the specific role(s) of each person, in relation to the repair/service providing process. The establishment must maintain procedures for the following:

- A) Identifying and providing training needs.
- B) Assessing current efficiency.
- C) Prepare documents clarifying the training and development that each person has received.

5/3/4 Personnel Efficiency

The establishment shall ensure that the person identified as – a competent person – is able to verify the following:

- A) Obtaining the necessary qualifications, as determined by the competent authorities.
- B) Identify technical defects in vehicles.
- C) Evaluate effects of technical defects and their relation to health and safety
- D) Identifying the potential risks that might be faced during the repair process, and ability to take the necessary actions to reduce such risks.

5/3/5 Equipment and tools

- A) The establishment shall provide equipment related to all types of services/repairs stated in the license scope.
- B) The equipment and tools used in the service/repair process shall be suitable for intended work.
- C) The establishment shall carry out periodic preventive maintenance of the devices and equipment, and document it.

5/3/6 Subcontracting

- A) Written approval shall be obtained from the client upon subcontracting for maintenance, repair, or any part of it.
- B) Upon subcontracting to perform the repair process, the establishment shall bear full responsibility for such works.

5/3/7 General hygiene and services

- A) The owner shall maintain the establishment, so that it is free from the accumulation of waste and residues of flammable and combustible materials, which may cause sudden fires.
- B) The establishment shall be suitable for work and have a clean and tidy area to receive customers.
- C) The establishment shall include facilities such as toilets, waste containers and other related services.
- D) In case of a food area, it shall be separate from the working area and be kept clean.
- E) The establishment shall have special containers for the collection of materials and objects that affect the environment in isolated locations.

Article (6): Obligations of Inspection Body

6/1 The inspection body shall adhere to the following:

- 6/1/1** It shall be approved by SASO in accordance with the regulation of approving Conformity Assessment Bodies.

- 6/1/2 It shall be authorized by SASO to carry out inspection operations relevant to the scope of this technical regulation.
- 6/1/3 It shall submit an inspection report to SASO and the establishment regarding the status of the establishment, the results of all inspections (examination) and evaluation procedures, and the tests carried out by the Inspection Body on the establishment and recommend the degree of classification.
- 6/1/4 Periodic inspections of the facility shall be conducted at least once a year. Reports of the inspection results shall be submitted to SASO.
- 6/1/5 The Inspection body shall keep a copy of all submitted documents.
- 6/1/6 Full cooperation with the owner of the establishment and the competent authorities to carry out all required inspection procedures on the facility.
- 6/1/7 The Inspection shall include a visit to the establishment, and the inspection team shall review the technical documents to ensure that the establishment is able to comply with the requirements stipulated in this technical regulation.
- 6/1/8 A copy of the periodic inspection report shall be submitted to the establishment.
- 6/1/9 The Notified (Approved) Body shall evaluate any proposed modifications, then decide whether the establishment continues to meet the requirements of the classification, or needs to be re-evaluated. The approved body shall notify the establishment and SASO with the inspection report, including the results of the inspection and test and the decision of the assessment with its justifications.
- 6/1/10 Any other requirements specified by the competent authorities.
- 6/2 Periodic monitoring procedure by the Notified (Approved) Body**
 - A) The purpose of periodic monitoring - conducted by the Notified Body - is to verify the extent to which the establishment meets its classification grade obligations.
 - B) The establishment shall allow the Notified (Approved) Body, during the period of validity of the Certificate of Classification, to enter the sites of the establishment in order to conduct audits, inspections and testing, and to provide all the necessary information for the evaluation.
 - C) The Notified Body shall provide the establishment and SASO with the results of periodic monitoring.

Article (7): Conformity Assessment Procedures

- 7/1 The establishment shall apply for a registration with SASO, indicating the number of stars that the establishment wishes to obtain. The technical file shall be attached with the application, which includes the following:

- A) All operational licenses issued by the governmental authorities.
- B) Address and drawing of the establishment's location.

- C) Means of communication with the owner or the legal representative.
- D) List of all employees of the establishment.
- E) List of services provided by the establishment.
- F) Establishment's Declaration of Conformity as per Annex (3).

7/2 Procedures for obtaining a classification certificate

- 7/2/1 SASO or its authorized Inspection Bodies shall study the technical file, and provide the establishment with notice of preliminary approval, in order to complete the evaluation process, or notice of the shortcomings to be completed and the relevant period.
- 7/2/2 The establishment shall apply to one of the bodies approved by SASO to request the inspection.
- 7/2/3 The Notified (Approved) Body shall study the technical file, verify that it meets the requirements of the necessary documents; otherwise, the establishment shall complete any missing documents – if required.
- 7/2/4 The approved body in coordination with the establishment shall complete the evaluation process by inspecting the establishment as indicated in the annexes of this technical regulation, and provide the establishment of its observations, in order to fulfill the requirements of such comments during prescribed period.
- 7/2/5 The Notified (Approved) Body shall provide SASO with the result of the conformity assessment and all documents used in the evaluation process, including the classification recommendations.
- 7/2/6 SASO shall issues the classification certificate based on the report of the Notified Body.
- 7/2/7 The establishment shall install the classification certificate according to the instructions issued by SASO.
- 7/2/8 The establishment shall adhere to the criteria and requirements of the classification obtained for the validity duration of the certificate.

Note: In accordance with the requirements of this technical regulation, establishments that apply to SASO for a one-star classification shall be exempted from the inspection and evaluation procedures, and it is sufficient to be registered at SASO to study its technical file.

Article (8): Responsibilities of Licensing and Regulatory Authorities

Licensing and Regulatory Authorities, as a part of their competences, shall carry out the following:

- 8/1 Verify that the establishment has fulfilled the specific conformity assessment procedures and the attached technical documents proving that the establishment complies with the requirements of this Technical Regulation.



- 8/2 Conduct periodic or random inspection visits to ensure that the establishment complies with the requirements of this Technical Regulation.
- 8/3 Charge the establishment with the costs of tests and inspection procedures - if any – and any associated fees.
- 8/4 In case of non-conformity, the Licensing and Regulatory Authorities shall take legal measures against the establishment, including suspension or prohibiting the activities. Procedures and penalties stipulated in Article (9) shall be applied after taking the necessary actions.

Article (9): Violations and Penalties

- 9/1 SASO, or whom it authorizes, has the right to withdraw, suspend or reduce the classification, depending on the type of the violation.
- 9/2 Failure to comply with one of the provisions of this Technical Regulation shall be a sufficient reason to consider the establishment as non-conforming,
- 9/3 Upon withdrawal, suspension or reduction of the classification grade, the entities dealing with such establishment will shall the right to suspend or terminate their businesses with the establishment, as they see fit.
- 9/4 The penalties contained in this technical regulation shall be applied without prejudice to any other sanctions issued by the relevant governmental entities.
- 9/5 Failure to meet the requirements of this Regulation shall be a sufficient reason for Licensing and Regulatory Authorities to consider the establishment as non-conforming, which may pose a risk to the safety of vehicles and the customer, to the environment, and to the health and safety of its employees, in the following cases:
 - A) Use of forged or modified certificate of classification.
 - B) Non-installation or incorrect installation of the classification certificate.
 - C) Incorrect data
 - D) Lack, unavailability, or incompleteness of the technical documentation
 - E) Use or installation of the classification certificate without obtaining a license from SASO.
 - F) Use of the classification certificate after a decision to void the license of the establishment, or after the expiry of the license period without renewal.
 - G) Use of the classification certificate for advertising in any of the media for the establishments after having their certificate canceled or suspended.
- 9/6 In case of a violation, SASO shall take the necessary actions, including the cancellation of the relevant classification certificate, while taking the necessary measures with the Notified (Approved) Body, which issued the certificate.

- 9/7 A party that violates any of the provisions hereof shall be subject to the penalties stipulated in laws/regulations applicable in the KSA.


Article (10): General Provisions

- 10/1 Annexes, including the terms and definitions set forth in the standards, shall be deemed an integral part of the provisions hereof. SASO may amend any of these annexes, as required.
- 10/2 SASO will issue a special logo for the classification of maintenance/service centers, and the establishment have the right to use it according to the relevant instructions.
- 10/3 The validity period of the classification certificate is three years – renewable – where the establishment should submit a renewal application within at least one month prior to the expiry date.
- 10/4 This Technical Regulation shall not impede the establishment to comply with all other systems/regulations applicable in the KSA; pertaining to vehicles maintenance/service centers, in addition to the rules/regulations related to the environment, security, and safety.
- 10/5 Establishments, subject to the provisions of this Technical Regulation, shall provide the inspectors of the Licensing and Regulatory Authorities with all necessary information, when required, to carry out their assigned tasks.
- 10/6 Where new originated cases that cannot be treated under the provisions of this Technical Regulation, or where a dispute arises as a result of the application of those provisions, such matter shall be referred to the competent committee in SASO, in order to issue a proper resolution regarding the case or dispute, while taking the public interest into consideration.

Article (11): Transitional Provisions

- 11/1 This technical regulation shall be effective after (six months) from the date of publication in the Official Gazette.
- 11/2 With regard to existing establishments, all establishments subject to this regulation shall modify their status within a period of no more than (one year) from the date of publication in the Official Gazette.
- 11/3 This Technical Regulation, once adopted, shall supersede all the preceding regulations related to the scope of this regulation.

Article (12): Publication


 This Technical Regulation shall be published in the Official Gazette.

Annex No. (1)**Obligatory Requirements according to classification grade of the establishment**

The establishment shall fulfil all obligatory requirements according to its classification

Main Items	Requirements	1 star	2 stars	3 stars	4 stars
Establishment	Obtain all required governmental licenses	X	X	X	X
	Apply the standard SASO-1334, related to safety requirements for maintenance and repair workshops	X	X	X	X
	Accessibility to the establishment from the main road				X
	Accessibility to the establishment from a sub-road			X	X
	Separate entrance and exit				X
	Nameplate of the establishment with a harmonious design		X	X	X
	Harmonious front clear of any defects			X	X
	availability of suitable light around the establishment				X
	Private and shaded parking areas				X
	Installation of the classification certificate at the entrance	X	X	X	X
	Provide ramps for services of people with special needs (according to Comprehensive access guide instructions.				X
Reception and Management	Provide a computerized system that includes data for customers, vehicles, repair operations and used spare parts, etc.				X
	Provide a quality control system				X
	Provide a reception area separate from the workshop provided with new suitable furniture where walls, ceilings and floors should be clear of any defects				X
	Provide waiting areas for women only				x
	Provide a hot/cool conditioning system				
	install all operation licenses and classification certificates clearly and according to instructions	X	X	X	X
	install the guarantee policy clearly				X
	install the communication number for complaints				X
	Provide a special office for receiving and another for delivering vehicles				X
	Reception area should be in a good condition				X
	Provide a suitable number of seats in a good condition for the waiting customers				X

	Provide means of hospitality for customers				X
	Provide suitable means of entertainment				X
Employees	All employees wearing PPE	X	X	X	X
	All employees wearing a uniform				X
	Use of personal identification cards				X
	Provide at least one person who speaks Arabic and English				X
	Provide persons trained on first aid and fire fighting		X	X	X
	One engineer at least holding specialized engineering qualifications				X
	Provide highly qualified maintenance technicians				X
	Provide an annual plan for training and developing employees				X
	Document employees names, job descriptions and qualifications				X
	Provide a record for employees to identify repair operations				X
Services	Provide a website describing the establishment's location, working hours and communication numbers				X
	Provide a telephone system to allow communicating with various departments				X
	Provide appointment reservation service				X
	Provide a system for measuring system satisfaction				X
	Inspect the vehicle and record its condition using a checklist before entering the establishment with all relevant documents			X	X
	Present to the customer a written report for performed repairs to clarify replaced parts, costs, guarantee and conditions				X
	Wash the vehicle after finishing the repair				X
	Provide payment system using Saudi payment network (SPAN)				X
	Provide credit cards payment system				X
	Provide a clear and environment friendly strategy for discharging of wastes and spare parts				X
Facilities	Provide parking areas for vehicles before or after repair process that shall be shaded and fenced.				X
	Two clean and in good condition toilets for customers, one for male and the other for females.				X
	Provide a special area for praying in case there is no near mosque				X
	All equipment shall be sound and clear or any defects that might represent a risk to users	X	X	X	X



Tools and equipment	Calibrate all equipment regularly through a third party				X
	The equipment shall be inspected regularly by the establishment			X	x
	Provide the minimum equipment required to perform repair procedures according to table 7 of attachment no. 2 of this regulation				x

Annex No. (2)**Table of requirements and criteria**

The establishment shall obtain the minimum points according to the degree of classification shown in the following table:

Number of Stars	Number of Points
Four stars	$105 < T$
Three stars	$90 < T \leq 105$
Two stars	$70 < T \leq 90$

Criteria for the classification of repair shops and service centers for vehicles:

The classification is calculated by the four-star system, where each establishment and service center is classified from one to four stars, according to the criteria specified in the following tables, and the following equation:

$$T = A + B + C + D + E + F$$

Where value of the above symbols (A, B, C, D, E, F) are calculated after evaluating the establishment according to criteria specified in each of the tables mentioned in annex (2).

Table (1) – Services and geographical location of the establishment

Points	1	3	5	Result
Location	Inaccessible	Accessible from a sub-road	Accessible from main road	
Entrance		One entrance and exit for repair area	Separate entrance and exit with clear direction signs	
Parking area	Parking outside the establishment on the main road	Public parking area in front of the establishment for at least 3 vehicles.	Special parking area for repair center for vehicles waiting for service and others waiting to be delivered to customer – five vehicles at least	
Storage area	No separate storage area	Separate storage area without ventilation	Separate storage area for various types and sizes with controllable environment and separate storage for grease materials (oils, fats and solution to prevent freezing)	
Machines / Cranes	2 manual hydraulic cranes and mechanic cranes	At least one manual hydraulic crane and axis platforms	Two cranes at least	
Customers waiting area	Waiting area only	Conditioned waiting area	Air-conditioned waiting area provided with beverages, magazines...etc.	
toilets	toilets for employees only	toilets for employees and customers	At least One separate toilets for customers in clean and good condition	
Client's			Alternative vehicles	

transportation			or transportation service or tickets	
Customer service	Communication numbers for workshop	website for the workshop including working hours, location map and communication numbers	The workshop has Communication system, central reservation system and electronic site including working hours, location map and communication numbers	
Total = A				

Table (2) – Requirements of health, and the safety of working environment

Points	1	3	5	Result
PPE	Gloves only	Uniform and gloves	Provide all PPE such as uniform, gloves, goggles, safety boots and helmets	
First aid kit	Medicines, bandages, cotton, sterilizers, and other means of treatment in a box		Medicines, bandages, cotton, sterilizers, and other means of treatment in a box with a trained first aider	
Working environment	Only fans with emergency exit	Fans with emergency exit, assembly area, identification map for fire extinguishers, fire alarms, emergency exit and assembly areas	Open lines with hot / cold ventilation, emergency exit, assembly area, identification map for fire extinguishers, fire alarms, emergency exit and assembly areas	
Handling with parts and equipment, availability of assistance to elevate heavy materials	No suitable equipment is provided and it is not available in the site. The employee handles heavy materials manually such as tires and brakes cylinders	The employee is provided with manual handling equipment	The employee is provided with manual handling equipment suitable for performed jobs such as tires holder and cylinder crane.	
Hazardous materials and drainage system			A system for storing and handling all materials that complies with civil defense requirements in addition to a system for draining wastes of oil and other components.	
Total = B				

Table (3) – Effective documentation of the establishment's operations

	Yes / No
A checklist is used to record the vehicle's condition in writing	
Client's complaints are documented and procedures are applied as required	
The company holds a meeting for the employees at least once every three months to discuss improvement of procedures and clients' requirements	
The general administration holds a documented evaluation meeting to discuss objectives and qualification procedures with each employee at least once per year.	
Verify employees and clients satisfaction and applying suitable procedures	
The workshop has a written guarantee policy clear for all employees and clients	
Information of all clients and vehicles are registered	
The client should approve repair or maintenance costs including spare parts and labors' fees before starting work	
Confirm request in writing by the client	
Appoint the repair technician to perform repair and service works with required documents according to a time schedule	
Perform final inspection for each request by the person responsible for the workshop or service	
The invoice shall be complete, clear and understood by the client	
The workshop uses an electronic management system	
Does the workshop hold any international certificates for its management system?	
Total C (yes = one point – no = 0 point)	

Table (4) - Utilized spare parts

	Points	Result
Certificate for new spare parts or manufacturer's certificate	Obligatory	
Clear plan for all vehicles' spare parts through the whole year	2	
The workshop has a clear written guarantee policy	Obligatory	
Spare parts are stored according to manufacturer's requirements	3	
System for handling old parts after being replaced	2	
Time plan for delivering critical parts	3	
Total = D		

Table (5) – Training and employees qualifications

	Points	Result
The employee's responsibilities should be documented (job description including rules and responsibilities)	Obligatory	
Evidence of competency	Obligatory	
A recognized qualification in the establishment's field of activities (training, certificate ...etc.)	3	
Training of repair technicians		
- Initial training	1	
- Continuous training	3	
Reception employee to communicate with clients	2	
qualified Technicians according to international qualification systems	3	
Documented training history for employees	2	
Documented internal training courses	2	
Total = E		

Table (6) – Main tools and equipment

	1	3	5	Result
Calibrating testing and measuring devices		Use reference equipment for internal calibration with records	Calibrate testing and measuring devices through an independent calibration lab regularly with all records	
Periodic maintenance	Inspection and maintenance works are performed without a plan or records	Inspection and maintenance works are performed without a plan while results of all inspections and services are recorded	Apply daily inspections before operation Inspection and maintenance works are applied according to annual plan Results of inspection and services are recorded	
Emissions testing			A device to test emissions (oil and	

device			diesel) ready for utilization	
Tools to elevate heavy materials		Use a trolley to carry heavy materials	Use suitable cranes to elevate heavy materials	
Equipment ability	At least manual hydraulic cranes and axis poles	At least one 2.5-ton crane and manual hydraulic cranes	At least two 2.5-ton cranes	
Battery charger	Battery charger ideal for recharging batteries 12/24 v	Battery charger ideal for recharging batteries 12/24 v	Battery charger ideal for recharging batteries 12/24 v	
Total = F				

Table (7) – Equipment of vehicles maintenance works or services

7/1 Glass repair

Center equipment	Machines	General tools
ADAS calibration equipment	mechanical glass cut out/wind out tool	wing seat, steering wheel, and bonnet covers
diagnostic equipment for fault code reading/resetting	urethane dispensing gun	screwdrivers – selection
	glass suction lifting tools	spanners – selection
	glass suction holding straps	sockets – selection
	windscreen wiper arm puller tool	pliers/cutters/grips – selection
	windscreen repair kit	hammers – selection
	glass polishing kit	torque wrench
	interior trim protectors	craft knife
	trestles for supporting glass	pick tool set
	bonnet prop	magnetic pick up tool
	handles for wire	tape measure
	wire encapsulation tool	Torch
	urethane piercing wire starting handle	drill and drill bits

	glass storage racking	trim clip removal tools
	urethane cutting/scrapper tools	rivet gun
	window winder clip removal tool	Hacksaw
	dry glazed glass removing tool and cord	selection of files
	gap and height checking tools	selection of punches and chisels
		copper/hide hammer
		wire brush

7/2 Fast service centers (Oils and Tires)

Center equipment	Machines	General tools
tire changing machine/s	vehicle lifting ramp/s	wing, seat, steering wheel, and bonnet covers
wheel balancing machine/s	trolley jack	screwdrivers – selection
soft faced tire lever	axle stands	spanners – selection
tire valve removing tool	Compressor	sockets – selection
tire valve installation tool	air lines	pliers/cutters/grips – selection
Wheel weight pliers	ADAS calibration equipment	hammers – selection
lubricant application brush	tool box	torque wrench
TPMS diagnostic tool	tool storage	craft knife
Impact wrench	work bench/es	pick tool set
locking wheel nut removal tools	headlamp aligner beam setter	magnetic pick up tool
air chisel	transmission jack (for supporting exhaust/suspension)	tape measure
valve core tool	Trestles	Torch
scraper for removing adhesive wheel weights		drill and drill bits
repair patch roller		trim clip removal tools
buffing tool		rivet gun
tire reamer		Hacksaw
tire repair clamp		selection of files

Four-wheel alignment system + ramp		selection of punches and chisels
diagnostic equipment for fault code reading/resetting		copper/hide hammer
weights for loading vehicle		wire brush
induction heater		air ratchet
crows-feet for lock nuts		calibrated tire pressure gauge
tire racking		tire tread depth gauge
valve knife		breaker bar
bead breaker		circuit tester
sump plug removal tools		air blower/gun
engine oil drainer		
oil filter removal tools		
transmission oil dispenser		
oil extraction tools (for sealed systems)		
oil dispensing pumps		
Funnels		
thread repair (helicoil) tools		
oxygen sensor sockets		
extractor stud		
brake fluid tester		
brake piston rewind tool		
brake pad removal tool		
brake pipe flare spanners		
brake bleeding tool		
brake hose clamp pliers		
brake spring removal/installation tool		
brake adjusting tools		
brake pipe flaring tool		
G clamp		
brake cleaning machine		
die grinder		
impact driver		
brake disc run out measuring tool		

brake disc micrometer		
coil spring compressor		
ball joint splitter		

7/3 Mechanical works

Center equipment	Machines	General tools
sump plug removal tools	vehicle lifting ramp/s	wing, seat, steering wheel, and bonnet covers
engine oil drainer	trolley jack	screwdrivers – selection
oil filter removal tools	axle stands	spanners – selection
transmission oil dispenser	compressor	socket – selection
oil extraction tools (for sealed systems)	air lines	pliers/cutters/grips – selection
oil dispensing pumps	4-wheel alignment system + ramp	hammers – selection
Funnels	ADAS calibration equipment	torque wrench
thread repair (helicoil) tools	headlamp aligner beam setter	craft knife
oxygen sensor sockets	transmission jack (for supporting exhaust/suspension)	pick tool set
stud extractor	A/C recovery/charging machine/s	magnetic pick up tool
exhaust cutting tool	battery support tool	tape measure
exhaust clamp pliers	battery charging tool	torch
exhaust hanger removing tool	battery testing tool	drill and drill bits
exhaust pipe reshaping/ expansion tool	fuel draining/refill device	trim clip removal tools
air hacksaw	multi-meter	rivet gun
air chisel	tool box	Hacksaw
induction heater	tool storage	selection of files
locking wheel nut removal tools	engine support beam	selection of punches and chisels
brake fluid tester	engine lifting crane	copper/hide hammer
brake piston rewind tool	clutch alignment tools	wire brush
brake pad removal tool	grease gun	air ratchet
brake pipe flare spanners	oil can	calibrated tire pressure

		gauge
brake bleeding tool	cambelt tools	tire tread depth gauge
brake hose clamp pliers	serpentine(drive) belt tools	breaker bar
brake spring removal/ installation tool	vacuum tester/ gauge	circuit tester
brake adjusting tools	fuel pressure tester	impact wrench
brake pipe flaring tool	oil pressure tester	Allen keys
G clamp	emissions tester	extendable mirror
brake cleaning machine	press (bearing/bush)	extendable grabber
die grinder	fuel additive drain/refill tool (AdBlue)	lever bars – selection
impact driver	bench grinder	tap & die set
brake disc run out measuring tool	bench vice	A/C line disconnecting tools
brake disc micrometer	Trestles	fuel line disconnecting tools
coil spring compressor	disc cutter	engine compression testers
ball joint splitter	work bench/es	coolant pressure tester
HV battery removal table		scrapers – selection
HV insulated tool kit		spark plug sockets
multimeter suitable for HV		pullers – selection
specific HV vehicle work area/bay		Micrometer
specific HV vehicle storage area/bay		Vernier caliper
		feeler gauges – selection
		seal, bearing and bush removing tools and pullers
		coolant hose clip pliers
		soldering iron
		electrical crimping pliers
		hole cutters
		fluid extractor
		coolant tester
		air blower/gun
		diagnostic equipment for fault code reading/resetting

7/4 Plumbing works

Center equipment	Machines	General tools
panel beating hammers – selection	lifting ramp/s vehicle	seat and steering wheel covers
panel dollys	stands axle	screwdrivers – selection
panel flipper	stands axle	spanners – selection
panel spoon	Compressor	sockets – selection
panel self-gripping pliers – selection	lines air	pliers/cutters/grips – selection
panel files – selection	4-wheel alignment system + ramp	hammers – selection
Scriber	calibration ADAS equipment	torque wrench
panel chisels	headlamp aligner beam setter	craft knife
Rule	jack (for transmission supporting) exhaust/suspension	pick tool set
set square/combination square	A/C recovery/charging machine/s	magnetic pick up tool
air grinder – selection	support tool battery	tape measure
air drill	testing tool battery	Torch
disc cutter	testing tool battery	drill and drill bits
air saw	draining/refill fuel device	trim clip removal tools
belt sander	multi-meter	rivet gun
tin snips – selection	box tool	Hacksaw
specific aluminum repair area/ bay	storage tool	selection of files
specific dust extraction for Aluminum equipment	support beam engine	selection of punches and chisels
laser weld cutter	lifting crane engine	wire brush
rivet removal/ installation may be VM or rivet - tools specific	alignment tools clutch	air ratchet
specific dust extraction for carbon fiber equipment	tools cambelt	calibrated tire pressure gauge
specific carbon fiber repair area/bay	drive) belt (serpentine tools	tire tread depth gauge
aluminum MAG welder	tester/gauge vacuum	breaker bar
sensor sockets oxygen	tester emissions	circuit tester
cutting tool exhaust	Press (bearing/bush)	impact wrench

clamp pliers exhaust	fuel additive drain/refill tool (AdBlue)	Allen keys
hanger removing exhaust tool	grinder bench	extendable mirror
pipe re- exhaust shaping/ expansion tool	vice bench	extendable grabber
hacksaw air	Trestles	lever bars – selection
	air gun hot	A/C line disconnecting tools
	puller – welded dent	fuel line disconnecting tools
	puller – glued dent	scrapers – selection
	repair kit – plastic glued	Micrometer
	repair kit – plastic welded	Vernier caliper
	dispensing adhesive guns – selection	coolant hose clip pliers
	extraction dust	soldering iron
	alignment jig body with pulling and measuring capability	electrical crimping pliers
	dollies body	hole cutters
	skates wheel	air blower/gun
	platforms steps/work	
	stands panel	
	blankets welding	
	heater induction	
	bench/es work	
	welder MIG	
	welder MAG	
	welder spot	
	headlamp aligner setter beam	

7/5 Painting works

Center equipment	Machines	General tools
spray booth/s	vehicle lifting ramp/s	wing seat, steering wheel, and bonnet covers
paint mixing scheme/s	trolley jack	screwdrivers – selection
spray gun wash	axle stands	spanners – selection
spray gun/s	Compressor	sockets – selection
designated paint preparation area	air lines	pliers/cutters/grips – selection

dust extraction	tool box	hammers – selection
dual action (DA) sander/s	tool storage	torque wrench
polishing mop/s	Trestles	craft knife
color match light source (torch)	work bench/es	pick tool set
dispensing trestles for masking materials		magnetic pick up tool
infra-red drying lamps		tape measure
corrosion protection applicator guns		Torch
disposable bin for toxic /flammable material		drill and drill bits
		trim clip removal tools
		rivet gun
		Hacksaw
		selection of files
		selection of punches and chisels
		copper/hide hammer
		wire brush
		air ratchet
		calibrated tire pressure gauge
		tire tread depth gauge
		breaker bar
		circuit tester
		air blower/gun
		diagnostic equipment for fault code reading/resetting

7/6 Repair of hybrid and electric vehicles

Center equipment	Machines	General tools
sump plug removal tools	vehicle lifting ramp/s	wing seat, steering wheel, and bonnet covers
engine oil drainer	trolley jack	screwdrivers – selection
oil filter removal tools	axle stands	spanners – selection
transmission oil dispenser	Compressor	sockets – selection
oil extraction tools (for sealed systems)	air lines	pliers/cutters/grips – selection
oil dispensing pumps	4-wheel alignment system + ramp	hammers – selection

Funnels	ADAS calibration equipment	torque wrench
thread repair (helicoil) tools	headlamp aligner beam setter	craft knife
oxygen sensor sockets	transmission jack (for supporting exhaust/suspension(pick tool set
stud extractor	A/C recovery/charging machine/s	magnetic pick up tool
exhaust cutting tool	battery support tool	tape measure
exhaust clamp pliers	battery charging tool	Torch
exhaust hanger removing tool	battery testing tool	drill and drill bits
exhaust pipe reshaping/ expansion tool	fuel draining/refill device	trim clip removal tools
air hacksaw	multi-meter	rivet gun
air chisel	tool box	Hacksaw
induction heater	tool storage	selection of files
locking wheel nut removal tools	engine support beam	selection of punches and chisels
brake fluid tester	engine lifting crane	copper/hide hammer
brake piston rewind tool	clutch alignment tools	wire brush
brake pad removal tool	grease gun	air ratchet
brake pipe flare spanners	oil can	calibrated tire pressure gauge
brake bleeding tool	cambelt tools	tire tread depth gauge
brake hose clamp pliers	serpentine (drive) belt tools	breaker bar
brake spring removal/ installation tool	vacuum tester/gauge	circuit tester
brake adjusting tools	fuel pressure tester	impact wrench
brake pipe tool	oil pressure tester	Allen keys
G clamp	emissions tester	extendable mirror
brake cleaning machine	press (bearing/bush)	extendable grabber
die grinder	fuel additive drain/refill tool (AdBlue)	lever bars – selection
impact driver	bench grinder	tap & die set
brake disc run out measuring tool	bench vice	A/C line disconnecting tools
brake disc micrometer	Trestles	fuel line disconnecting tools
coil spring compressor	disc cutter	engine compression testers

ball joint splitter	work bench/es	coolant pressure tester
HV battery removal table		scrapers – selection
HV insulated tool kit		spark plug sockets
multimeter suitable for HV		pullers – selection
specific HV vehicle work area/bay		Micrometer
specific HV vehicle storage area/bay		Vernier caliper
HV battery storage unit		feeler gauges – selection
		seal bearing and bush removing tools and pullers
		coolant hose clip pliers
		soldering iron
		electrical crimping pliers
		Hole cutters
		fluid extractor
		coolant tester
		air blower /gun
		diagnostic equipment for fault code reading/resetting

Annex No. (3)

Establishment Declaration of Conformity Form

This form shall be filled in on the company's official papers.

Establishment's conformity confirmation

1. Establishment's data

Name: -----
Address: -----
Contact person: -----
Email: -----
Tel. #: -----
Fax #:-----

2. Establishment's details

Trademark:
Category (according to article 4.1.)
Provided services
Number of stars:

The mentioned establishment hereby confirms in this declaration conformity with Saudi technical regulation (-----) and attached Saudi standard and that it has fulfilled all requirements for obtaining (number of stars) according to classification of this regulation.

Responsible person:

Company's name

Signature:

Date:



Annex No. (4) Financial Costs

All costs are calculated in Saudi Riyal (for three years)

A. Financial costs of issuing a one-star classification

	Item	Costs
1	Application submission	500
2	Granting classification certificate and license to use the logo	500 / certificate

B. Financial costs of issuing a two or more stars classification

	Item	Costs
1	Application submission	500
2	Review of technical documents	1000 / day
3	Granting classification certificate and license to use the logo	500 / certificate