

**Annexes Attached to Cabinet Resolution No. (61) of 2019
Regarding the UAE System for Conformity Requirements for Vehicle Repair
Workshops and Service Centers, and their Classification**

Annex No. (1)

Standards for the Classification of Vehicle Repair Shops and Service Centers

The classification shall be calculated according to the five-star rating system, whereby each vehicle repair shop and service center is rated from one to five stars according to the standards specified in the following tables and according to the following formula: $TS = A + B + C + D + E + F$

The values of the symbols (A, B, C, D, E, F) shall be calculated after assessing the workshop according to the standards specified in each of the standard tables.

The points (P) obtained by the workshop for the available equipment and tools, calculated from Table (8), shall be added to the total points as follows: $T = TS + P$

Note:

- The points (P) shall be added if the workshop provides only one service or a single repair operation.
- The average of points (P) shall be added if the workshop provides more than one service or more than one repair operation.

Table (1) - Classification of Workshops

Number of Points	Number of Stars
$T > 120$	Than the repair workshop have 5 stars
$120 \geq T > 105$	Than the repair workshop have 4 stars
$105 \geq T > 90$	Than the repair workshop have 3 stars
$90 \geq T > 75$	Than the repair workshop have 2 stars
$75 \geq T > 60$	Than the repair workshop have 1 star

Table (2) - Services and Geographical Location of the Workshop

Check Pointes	5	3	1	The result
Location	Easily accessible from the main road	Easily accessible from the side road	Not easy to Access	
Entrances	With entry and exit separated and within separate compound With clear directions marking	One entrance for entry and exit to the repair area.	No access into the repair or replacement area.	
Parking Space	Parking space belongs to the station for the vehicles waiting entrance to maintenance and other for the vehicle waiting delivery to customer.to park at least 5 vehicles	Public parking space in front of the station to park at least 3 vehicles.	Parking in front of the station on the public road.	
Storage area	Separate storage facility of storing different brands and different sizes with controlled environment, And separate store for the lubrications (oil, grease, antifreeze liquid).	Separate store area. without Ventilation	no any separate storage facility	
Machinery/Lifts	At least tow four post lifts.	At least (1) lift and Manual hydraulic jacks, and Axle stands.	2 manual hydraulic Jacks, and Mechanical Jacks	
Customer waiting Room	Yes, AC and provided with current magazines, refreshments etc.	yes, there is waiting room with AC	waiting area only	
Toilet facility	At least one separate customer toilet is available in a clean condition with wash room and urinals	Toilets for customer and workers	Toilets Only for workers	
Customer mobility	Replacement vehicle, shuttle service, bus ticket			
customer service	The workshop has a central call, booking appointment system and website show the working time, location map, and contact numbers.	The workshop has a website show the working time, location map, and contact numbers.	the workshop has a contact numbers only	
A = Total pointes				

Table (3) - Health and Safety Requirements of the Work Environment

Check Pointes	5	3	1	The result
Personnel Protective equipment provided	Yes, all personnel protective equipment such as uniform, gloves, aprons, safety glass, safety boots and head cabs are provided.	Yes, uniform and gloves	Only gloves	
First Aid Facility	Yes, medicines like flavone, bandages, Cotton waste, dispirit and other immediate treatment facilities are available in a box and Trained firs Aider	Yes, medicines like flavone, bandages, Cotton waste, dispirit and other immediate treatment facilities are available in a box.	Yes, medicines like flavone, bandages, Cotton waste, dispirit and other immediate treatment facilities are available in a box.	
working environment	Open lanes with ventilation hot/cold with emergency exit and assembly area Site induction plan showing location of fire distinguishers, fire alarms emergency exit and assembly point.	Exhaust and Fans with emergency exit and assembly area Site induction plan showing location of fire distinguishers, fire alarms emergency exit and assembly point.	Exhaust only with emergency exit	
handling the parts and equipment Availability of lifting aids to lift/manage heavy objects	Mechanic/tire fitter is equipped with a range of manual handling aids appropriate to the tasks to be undertaken, e.g. wheel dolly, and brake drum lifter.	Mechanic/tire fitter is provided with manual handling aids at the host workplace. The suitability of this equipment is not assured by risk assessment process.	Lifting equipment suitable for the task is not supplied by employer and is not available on site. Tire fitter/mechanic manually handles heavy objects, eg. truck wheels, brake drums, etc.	
dangerous goods and Waste system	there is a system for store and handle all dangerous goods/hazardous substances comply with civil deviance, also a system for dispose the waste oils and other products including batteries	_____	_____	

Table (4) - Effective Documentation of the Workshop Operations

#	Check Pointes	The result Yes / No
1.	Incoming checklist is used to record the condition of the vehicle in writing together with the customer.	
2.	Customer complaints recorded and processed in line with the needs of the customer	
3.	The company management conducts a staff meeting at least once per quarter. Improvement measures and activities for increasing the orientation to the needs of the customer are discussed at the very least.	
4.	The general conducts a documented appraisal interview to discuss the targets and qualification measures with each employee at least once a year	
5.	Customer and employee happiness is investigated and evaluated suitable measures are implemented.	
6.	The workshop has a written warranty police, and it's clear for all staff and customers	
7.	Customer and vehicle data for all orders are recorded in writing.	
8.	The cost of repairing or maintenance including part and labor cost should be agreed with the customer before the job is performed	
9.	Confirmation of the order is provided by the customer in writing.	
10.	Repair and service orders are assigned to a mechanic together with the required documents. This is done on the basis of a time schedule.	
11.	A final inspection is carried out for each order by the person responsible for the workshop or service	
12.	The invoice is complete, clear and understandable to the customer	
13.	The workshop uses an electronic workshop management system	
14.	Has the workshop got any international certificate for their management system?	
C = Total pointes (yes means 1 point, no means no points)		

Table (5) - Used Spare Parts

Check Pointes	Pointes	The result
Certification of the new spare parts (if it's required by law) or a manufacturer certificate	(mandatory)	
A clear plan for spear parts for all vehicles during the year	2	
The workshop have a clear written warranty policy	mandatory	
Storage of the spare parts According manufacturer requirements	3	
System for dealing with parts which are scrapped after replacement	2	
Having a time plan for delivery of critical spares	3	
List of strategic spare parts with clear lead and lag for delivery		
D = Total pointes		

Table (6) - Training and Proficiency of Employees

Check Pointes	Pointes	The result
level of responsibility assigned to employee (job description include rules and responsibilities) should be documented	mandatory	
Evidence of competence, not exceeding four years (training, certification,....etc.)	mandatory	
Qualification for a current industry recognized (training, certification,....etc.)	3	
Technical training of the repair technicians		
– Initial	1	
– continuation and manufacturers training	3	
Having a qualified service- receptionist for customer contact and sales talks	2	
Certified technicians according international certification systems	3	
The documented training history of the employee	2	
The internal courses are documented by a list of participants with signatures	2	
E = Total pointes		

Table (7) - Essential Tools and Equipment

Check Pointes	5	3	1	The result
Calibration for measuring and test equipment	The test and measuring tools are celebrated from an independent celebration lab. Frequently with all records	Using a reference tools for celebration internally with records	Using a reference tools for celebration internally without any records	
-Maintenance cycles	- Pre-operation inspections done daily. - Inspection and maintenance is done according a yearly plan. Results of all inspections, servicing and maintenance are recorded	Inspection and maintenance is done without any plane. Results of all inspections, servicing and maintenance are recorded.	Inspection and maintenance is done without any plane or record.	
Emission tester	Emission tester (gasoline and Diesel) is ready for use	-	-	

Tools to carry a heavy components	There is a suitable cranes for carrying a heavy components	-	Using a trolley to carry a heavy components	
Capability of the tools.	At least tow four post lifts with capacity at least 2.5 ton	At least (1) lift with capacity at least 2.5 tons and Manual hydraulic jacks, and Axle stands.	At least Manual hydraulic jacks, and Axle stands.	
battery charger	battery charger, ideal for recharging 12/24V batteries	battery charger, ideal for recharging 12/24V batteries	battery charger, ideal for recharging 12/24V batteries	Mandatory
F = Total pointes				

Table (8) - Special Maintenance or Service Equipment for Vehicles

Repairing Jope Tools	Points	Result
Suspension and Steering		P
Ball Joint Press and other Special Tools	mandatory	
Brake Pedal Depressor	mandatory	
Bushing Driver Set	1	
Coil Spring Compressor Tool Chassis Ear	1	
Hand Grease Gun	mandatory	
Inner Tie Rod End Tool	1	
Pitman Arm Puller	1	
Power Steering Pump Pulley Special Tool Set (appropriate for units being taught)	1	
Power Steering Pressure Gauges	1	
Shock Absorber Tools	mandatory	
Strut Spring Compressor Tool	1	
Steering Column Special Tool Set (appropriate for teaching units being utilized)	1	
Tie Rod Puller	mandatory	
Tire Mounting Machine (rim clamp type)	mandatory	

Tire Patching Tools and Supplies	mandatory	
Suspension tester can record the dynamic force for each wheel	2	
Brakes		
Bearing Seal and Race Driver Set	mandatory	
Brake Bleeder, Pressure or Vacuum	mandatory	
Brake Disc Micrometer	mandatory	
Brake Drum Micrometer and Calibration Equipment	mandatory	
Brake Lathe (bench with disc and drum service attachments)	mandatory	
Brake Shoe Adjusting Gauge	mandatory	
Brake Bleeding suitable for bleeding the hydraulic brakes and clutches of all motor vehicles	mandatory	
Brake fluid change unit	mandatory	
Roller brake tester to measuring the brake forces per wheel and the difference between the left and right sides	mandatory	
Brake caliper fix tools	mandatory	
Wheel hub hydraulic puller	mandatory	
Brake Spring Remover/Installer Brake Spring Pliers	mandatory	
Brake Spoon	mandatory	
Piston Retraction Set	mandatory	
Heating and Air Conditioning		
A/C Compressor Clutch Service Tools A/C Service Port Adapter Set	Mandatory	
Dye Injector	2	
Hygrometer	2	
Leak Detector	Mandatory	
Manifold Gauge Set or equivalent (HFC-134a)	Mandatory	
Refrigerant Charging Station (HFC-134a) or equivalent Refrigerant Identification Equipment	Mandatory	

Refrigerant Recovery/Recycling Machine (HFC-134a)	2	
Thermometer	Mandatory	
Manifold Gauge Set or equivalent (R 12)	Mandatory	
Refrigerant Charging Station (R 12) or equivalent Refrigerant Identification Equipment	Mandatory	
Refrigerant Recovery/Recycling Machine (R 12)	2	
Pressure and Leak Testing Equipment	1	
Engine Performance		
Cylinder Power Balance Tester	Mandatory	
Fuel Injection Pressure Gauge Sets with Adapters	Mandatory	
Compression Tester	Mandatory	
Graphing multimeter (GMM) and/or Digital Storage Oscilloscope (DSO)	2	
Infrared Thermometer (or appropriate substitute)	Mandatory	
Injector Pulse Tester	2	
Leak Detector (Smoke or Nitrogen)	Mandatory	
Oxygen Sensor Socket	2	
Pinch-off Pliers	1	
Sending Unit Socket(s)	1	
Spark Plug Thread Tap	1	
Spark Tester	2	
Timing Advance Light	Mandatory	
Vacuum/Pressure Gauge	Mandatory	
Mobile workshop crane	Mandatory	
Engine assembly stand	Mandatory	
Antifreeze/Coolant Tester	Mandatory	
Oil Pressure Gauge	Mandatory	
Automatic Transmission/Transaxle		
Hydraulic Pressure Gauge Set	Mandatory	

Transmission Jack(s)	2	
Transmission/Transaxle Flushing Equipment	2	
Transmission/Transaxle Removal and Installation Equipment	Mandatory	
Transmission/Transaxle Holding Fixtures	2	
Transmission/Transaxle Special Tool Sets (appropriate for units being utilized)	Mandatory	
Electrical/Electronic Systems		
Connector Pick Tool Set	Mandatory	
Door Panel Trim Tool(s)	Mandatory	
Headlight Aimer or Screen	Mandatory	
Heat Gun (or equivalent for heat shrinking operations)	2	
Wire and Terminal Repair Kit	Mandatory	
Battery tester	Mandatory	
Battery charger for float charging during diagnosis	Mandatory	
Digital multimeter	Mandatory	
Booster chargers	2	
Manual Drive Train and Axles		
Axle Nut Socket Set (or equivalent)	mandatory	
Universal Joint Tools	mandatory	
Clutch Alignment Set	1	
Clutch Pilot Bearing/Bushing Puller/Installer	1	
Constant Velocity Joint (CV) Service Tools:		
Boot Installation Tool	1	
Boot Clamp Pliers or Crimping Ring	1	
Front Wheel Drive Engine Support Fixture	1	
Rotating Torque Wrench (beam-type or equivalent)	1	
Special Tools for Transmissions/Transaxles (appropriate for units being taught)	1	
Engine Repair		

Antifreeze/Coolant Tester	mandatory	
Oil Pressure Gauge	1	
Straight Edge	1	
Torque Angle Gauge	1	
Tires Service Equipment	pointes	Result
Tire-Changers suitable for fitting/removing all kinds of tires for passenger's cars	Mandatory	
Tire-Changers equipped with automatic finger-tool, to remove tire bead without using the traditional bead lifting lever.	2	
General wheel balancer	Mandatory	
The wheel balancer utilize with integrated laser measurement units with cameras	2	
Automatic wheel alignment chock unit with camera.	2	
Roller brake tester to measuring the brake forces per wheel and the difference between the left and right sides	mandatory	
Automatic Digital Tire Inflator	Mandatory	
Nitrogen Generator and Conversion System	2	
Wheel Alignment Equipment-4 wheel (including alignment tools)	2	
Wheel Balancer - Electronic Type	mandatory	
Wheel Weight Pliers	mandatory	
Lubrication		
Brake Bleeding suitable for bleeding the hydraulic brakes and clutches of all motor vehicles	Mandatory	
Tire inflator for checking and restoring the pressure of any type of tire	Mandatory	
Manual waste oil drainers	Mandatory	
Air operated liquid drainer suitable for sucking petrol or diesel oil from any vehicle or motorcycle.	3	

Mobile or Stationary engine oil suction unit	Mandatory	
Oil Drain Equipment	Mandatory	
Oil filter wrench or strip wrench	Mandatory	
Oil drain plug restorer set	Mandatory	
Tapping oil plug damaged thread	Mandatory	
Oil filling funnel Equipment	Mandatory	
Cartridge grease pump	Mandatory	
Antifreeze/Coolant Tester	Mandatory	
lubricants storage tanks	1	
oil pumps	2	
Air compressor	Mandatory	
waste storage tank	Mandatory	
water separator filter	2	
oil flow meters	Mandatory	
Body and Paint		
Air Compressor	mandatory	
Air Drills	2	
Air Grinder	2	
Allen Wrench Set	mandatory	
Auto Body Polishers and Buffers	mandatory	
Auto body Hammer and Dolly Set	mandatory	
Breaker bar	mandatory	
Caulking gun	mandatory	
Circuit tester	2	
Clip Popping Tool	mandatory	
Collision repair tools	mandatory	
Dent pulling tools	mandatory	
Door handle and window clip removal tool	mandatory	
Door Hinge spring pin popper	mandatory	

Door Hinge spring removal tool	mandatory	
Door striker and seat belt socket	mandatory	
Door trim removal tool	mandatory	
Dual Action Sander	mandatory	
Dust mask and Face shield with adjustable headband and visor Paint Suit	mandatory	
Floor Jacks / Service Jacks	mandatory	
Frame pulling clamps	mandatory	
Frame Straightening Equipment	mandatory	
Grinder or Cut Off Tool	mandatory	
Jack Stands	mandatory	
Lockout Kits	mandatory	
Metal finishing file blade	2	
Paint Gun	mandatory	
Paint Mask Respirator	mandatory	
Paintless dent repair tools	2	
Plastic spray bottle	mandatory	
Pry Bar Set	mandatory	
Punch and chisel set	mandatory	
Putty Knives	mandatory	
Ratchet and Extensions	mandatory	
Safety Glasses	mandatory	
Shallow Socket Set	mandatory	
Slide Hammer/ Stud Welder	mandatory	
Tool Boards	2	
Torx Bit Set	mandatory	
Tough guard welding blanket	mandatory	
Vise Grip Set	mandatory	
Welding Gloves and Helmet and jacket	mandatory	

Welding Respirator	mandatory	
Windshield cold cut-out tool	mandatory	
Windshield hook	mandatory	
Windshield Removal and Molding Tool	mandatory	
Windshield trim removal tool	mandatory	
Wire end brush	mandatory	
Wrench Set or Adjustable Wrenches	mandatory	
Paint Gun Washers and Cleaning Kits	mandatory	
Paint storage	mandatory	
Automotive Paint Booth	mandatory	
Paint mixing booth	2	
Paint Booth Exhaust Duct Systems	mandatory	
Paint Booth Fire Suppression Systems	mandatory	
Welding Equipment	mandatory	

Annexure No. (2)

Technical Requirements for Vehicle Repair Workshops and Service Centers, and their Classification

1. Technical Definitions

For the purposes of implementing the provisions of this Annexure, the following terms and expressions shall have the meanings assigned to each of them, unless the context requires otherwise:

- Repair** : To restore specific damaged areas of a vehicle to their previous condition.
- Modification (Retrofitting)** : The addition of parts or components to a vehicle or their replacement with parts of higher specifications than those issued by the manufacturer.
- Cross-Contamination** : The damage or contamination that vehicles may be exposed to within the maintenance/repair center.
- Vehicle** : A motor vehicle designed and built for passenger transport with up to eight seats excluding the driver; or more than eight seats including the driver, with a maximum mass not exceeding 5 tons; or designed and built for goods transport with a maximum mass not exceeding 5 tons (covering passenger cars and commercial vehicles not exceeding 5 tons).

2. Obligations of the Workshop

2.1 Repair, Modification, and/or Service Provision Process

The repair or modification process and/or service provision and related repairs shall be identified and documented, and shall include the following:

- The type of components to be repaired and/or the service to be provided therefor.
- The persons involved in the process.
- The repair or modification/service provision methods to be applied.
- The equipment and tools required for use.

- The spare parts.

2.2 Persons, Employment, Competencies and Responsibilities

2.2.1 Job Description

The owner of the Workshop shall record and document:

- The job description of the workers.
- The qualifications or competence required of the workers.

2.2.2 Preparation and Training

The specific role of each individual during the repair or modification/service provision process shall be identified and documented, and procedures shall be maintained for:

- Defining and determining the role of each individual.
- Identifying and providing training needs.
- Assessing the current competence required for the repair to be performed.
- Preparing documents that record the training and development each employee has undergone.

2.2.3 Competence of Persons

The repair or modification/service provision center shall ensure that the person identified as a "competent person" can demonstrate all of the following:

- Possession of technical/professional qualifications recognized by the current industry.
- The ability to:
 - a. Provide evidence of competence through experience not older than three years.
 - b. Detect technical defects in the assigned work.
 - Assess the implications for health and safety.
 - Identify potential hazards that may be encountered during repairs of vehicle damage and take the necessary measures to mitigate their effects if they occur.

2.3 Relevant Repair or Modification/Service Methods

- The repair or modification and the service process, including the relevant repair/service methods, shall be documented.
- Evidence of the documents for the repair or modification/service that was performed and the repair or modification and service process that was applied shall be retained and made available upon request.

- To avoid Cross-contamination, the service/repair center shall establish documented procedures to identify risks and prevent accidental contamination of the vehicle within the repair/service workshop.

2.4 Equipment and Tools

- Relevant equipment shall be available for all types of services, repairs, or modifications to be provided.
- The equipment and tools used in the ongoing service/repair or modification process shall be suitable for the work.
- Devices and measuring instruments shall be calibrated for verification at specific intervals by the service/repair center or prior to their use.
- The workshop shall have a preventive maintenance system and scheduled maintenance activities.

2.5 Spare Parts and Materials Used

Spare parts shall meet the following requirements:

- Vehicle repair spare parts shall be original and bear the mark of the vehicle manufacturer or the mark of the manufacturing company.
- Spare parts shall have a Certificate of Conformity issued by the Authority.
- If the spare parts are not regulated according to the legislation issued by the Authority in this regard, proof shall be provided that they have been manufactured in accordance with the specifications of the vehicle manufacturer and the production standards for original spare parts.
- The customer's approval shall be obtained for the spare parts to be installed before carrying out the repair process.
- In the case of using used spare parts, the part shall be from vehicles that previously complied with the approved specifications.
- Spare parts and other materials shall be stored according to the manufacturer's recommendations and in a manner that ensures they remain fit for use.

- It shall be ensured that the specifications of fluids such as brake fluid or air conditioning coolant used in the maintenance process are not less than the specifications of the vehicle manufacturer according to the type of vehicle being serviced/repaired.

2.6 Appointment of a Third Party by the Workshop

When a third party is assigned by the repair center to carry out certain repair or service tasks for the vehicle, the contract between the repair or service center and the third party shall include the following:

- The current competency of the persons who will provide the service or repair.
- The repair methods, technical data, and tools and equipment used.
- The spare parts and other materials used to complete the repair.
- The repairs that have been made and the procedures for verifying the quality of the repair as agreed upon.
- The vehicle transfer process shall be carried out in a manner that protects it from any potential harmful effects, and this process shall be reviewed and documented.

2.7 General Hygiene and Services

- The service center or workshop shall be suitable for work and shall contain a designated clean and tidy area for receiving and waiting for customers.
- It shall contain special facilities such as washrooms, toilets, and other services.
- If there is a dining area, it shall be separated from the work area and shall meet the specified health requirements applicable to such places.
- Special areas shall be designated for the storage of solid and liquid waste and refuse in a separate location away from the work area.