

bodyshop

March 2020

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THE 'GREEN' ISSUE

Can businesses balance profit and environmental care?

THE INTERVIEW

Meet Vizion Network customer relations manager Jane Riley

A SHORE THING

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ED'S LETTER

Climate change and the environment have become emotive issues in recent years and we are witnessing a seismic shift towards "greener" products, processes and waste management in the collision repair industry.

In this issue of *bodyshop*, we look at the manufacture, use and proper disposal of everything that goes into repairing the modern vehicle. We hear from stakeholders from across the entire industry, including suppliers of paint and consumables, vehicle manufacturers, insurers, waste management and recycling companies, and bodyshops striving to strike a balance between environmental care, social responsibility and running a profitable business.

On top of all that, we visit Shorade ARC in Cannock, where we find a specialist bodyshop focused on prestige motors, Mike Monaghan tackles the thorny issue of parts supply in his *The Professional* column, and we catch up with Vizion Network's Jane Riley in *The Interview*.

If you haven't already done so, please remember to submit the names of your candidates for the *bodyshop* Live! 2020 awards and 30 under 30: rising stars before the nominations window closes at the end of this month. Visit bodyshopmag.com to enter online or send in the form on the back of the address label that came with this issue of the magazine.



/simonwait



simon@bodyshopmag.com

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Charities
of the year



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WHAT'S TRENDING

- ▲ A survey has shown that 57% of UK drivers would consider using an alternative to their own car to reduce emissions.
- ▲ According to SMMT figures, 2019 saw a 34.7% rise in UK production of electric and hybrid vehicles, which totalled 192,304 new units for the year
- ▲ The UK government ban on selling new petrol, diesel or hybrid cars will be brought forward five years to 2035 to achieve zero carbon targets by 2050.

COVER STORY

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Motor insurance price spikes

The average price of comprehensive motor insurance rose at the end of 2019 to its third highest level since 2012. The latest figures show that the average premium paid in the fourth quarter of 2019 was £484 – a three per cent increase on the previous quarter.



New EV registrations

At least 98,500 new battery electric vehicles (BEVs) will be registered in the UK in 2020, according to figures from DriveElectric.

PM has 'moved goalposts' by changing ban date

The UK government has announced that the ban on selling new petrol, diesel or hybrid cars in the UK will be brought forward from 2040 to 2035 at the latest.

The changed date comes after experts claimed 2040 would be too late if the UK wants to achieve its target of zero carbon emissions by 2050.

Commenting on the government's plan, Mike Hawes, SMMT chief executive, said: "It's extremely concerning that government has seemingly moved the goalposts for consumers and industry on such a critical issue.

"Manufacturers are fully invested in a zero emissions future, with some 60 plug-in models now on the market and 34 more coming in 2020. However, with current demand for this still expensive technology just a fraction of sales, it's clear that accelerating an already very challenging ambition will take more than industry investment.

"If the UK is to lead the global zero emissions agenda, we need a competitive marketplace and a competitive business environment to encourage manufacturers to sell and build here. A date without a plan will merely destroy value today," Hawes said.

Furthermore, the BVRLA says fleets will not be able to meet the government's 2035 deadline unless they are supported with grants, tax incentives and infrastructure costs. The BVRLA, whose members own and operate more than five million cars, vans and trucks and buy

nearly 50 per cent of all new vehicles sold each year, is urging the government to match its bold new carbon reduction targets by unveiling a comprehensive EV support package in its forthcoming budget.

BVRLA chief executive Gerry Keaney said: "To achieve these goals the government must provide a clear support package through to at least 2025. It must preserve the plug-in car and van grants, maintain a strong set of tax incentives and tackle the huge and often arbitrary costs associated with fleet charging infrastructure."

However, new research from Euro Car Parts (ECP) has found that the UK could achieve its target of "most vehicles on the road being low emission" by 2034, a full year before the ban comes into force.

ECP looked at the UK as a whole, as well as drilling down into the capital and the UK's 10 most congested cities outside of London, to see how prepared they were to make the switch.

It found that Southampton was the most prepared city in the UK. While in the rest of the UK, a Department for Transport report in 2018 stated, only two per cent of registered vehicles were low emission. While this seems a long way off target, the year-on-year growth shows the UK has had a 37 per cent increase in low emission cars since 2016. If it continues at this rate, the UK will have 38.2m low emission vehicles on the road by 2034.

Plug-in leasing grows by more than 700%

Demand for plug-in vehicles soared by more than 700 per cent during 2019, according to new data from Vantage Leasing.

The company has revealed that it leased more than seven times as many pure electric (EV) and plug-in hybrids (PHEVs) last year as it did in 2018, indicating that the shift towards electrification is gathering real pace.

Premium brand models made up the majority of the new plug-in vehicle contracts. The Range Rover Sport PHEV was the most popular option, accounting for 60 per cent of all plug-in hybrid models. It was also the most popular version of the car, making up 59 per cent of all Range Rover Sport lease contracts in 2019.

The data pointing to a huge surge in plug-in vehicle interest arrives as the leasing specialist launches its interactive EV Chooser tool to help drivers choose

the right option for them. The EV Chooser enables motorists to compare key metrics – including range, price and efficiency.

The Vantage Leasing data mirrors the shift towards electrified vehicles seen in the retail market, with recent Society of Motor Manufacturers and Traders (SMMT) figures revealing that sales of new EVs increased by 144 per cent during 2019. As charging infrastructure improves and new models with longer range reach the market during 2020, Vantage Leasing expects the overall percentage of EVs to increase dramatically.

Vantage Leasing managing director, Rob Walker, said: "Our new data proves the electric revolution has started. The huge increase in demand for EV and PHEV models that we've seen over the past 12 months highlights the way that the leasing market is changing rapidly."

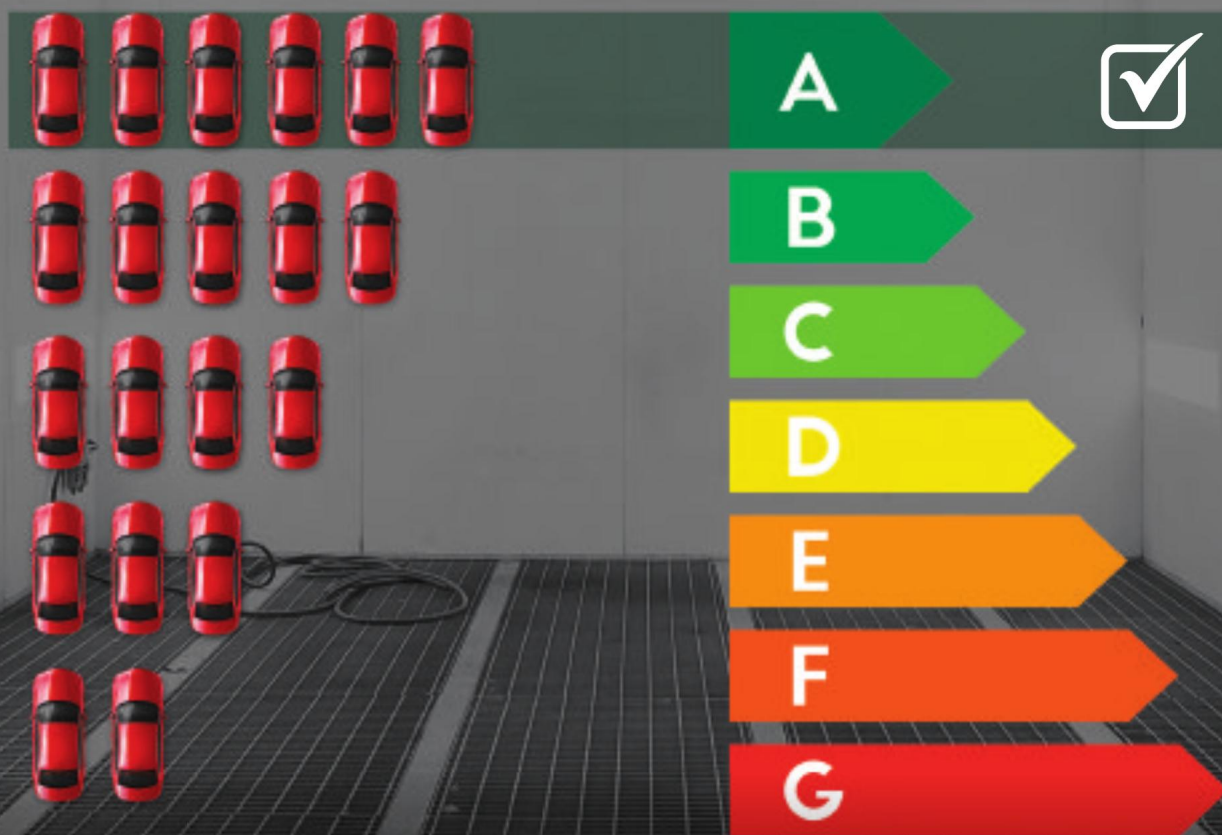
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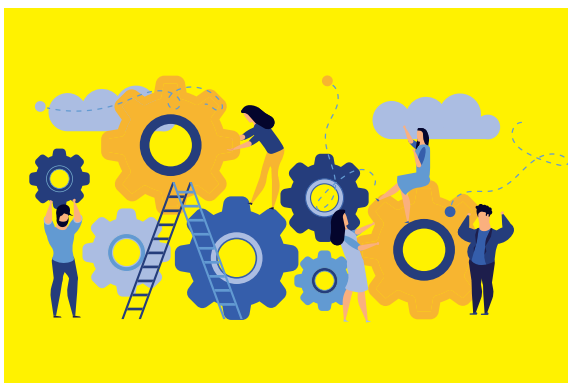
MG Cannon approved by BMW and MINI

MG Cannon's Dorchester, Plymouth, Salisbury and Westbury accident repair centres have met BMW Body and Paint Standards to achieve manufacturer approved status for both the BMW and MINI brands.



Tax is black and white for grey fleet

Up to 244,000 grey fleet vehicles could be evading Vehicle Excise Duty with a potential financial risk of £18m in fines, according to the Licence Bureau.



Join Remit Group's 'Big Skills Debate' at the IMI

National training provider Remit Group is inviting apprenticeship levy paying automotive employers to join its "Big Skills Debate", which takes place on 6 March at the IMI Conference Centre in Hertford.

Delegates will join several senior HR, training and development and apprenticeship programme managers to discuss current policy and future developments within the automotive industry that will have an impact on future training and workforce development strategies.

To offer insight, creative solutions, and to stimulate effective networking and knowledge sharing, the event will introduce four keynote speakers who will each discuss key industry topics.

The speakers are Steve Nash, CEO of the IMI; Andy Turbfield, head of quality, Halfords Autocentres; Dean Rippon, technical training manager, learning and development, Scania; and Pauline Wiseman, director of Trevano. There will also be a panel of industry experts to engage in an interactive discussion around key sector and apprenticeship themes.



Hills Salvage achieves UKAS ISO hat-trick

Hills Salvage & Recycling have been awarded and certified three UKAS accreditations: ISO 9001, ISO 14001 and ISO 27001.

The accreditations follow a lot of hard work and commitment from staff and management at Hills, through time spent developing and enhancing current processes, procedures and staff training. This was followed by several external audits and assessments on the company's quality management, environmental management and information security management systems, in line with international standards by Alcumus ISOQAR, UKAS' accredited certification body.

Hills managing director, Ian Hill, said: "This is a tremendous achievement by all the team here at Hills Salvage. Our commitment to continual improvements and ongoing development within our business and our industry, I believe, is demonstrated in attaining all three UKAS accredited standards at the same time, which I also believe demonstrates our commitment to our people, our environmental responsibilities and also offering our customers and clients reassurance that we take the protection of their personal information seriously."

Your chance to shine



Poppy Merrin-Gregory with her winning design in the 2019 Farécla Bonnet Painting Competition.

Farécla, a UK manufacturer of compounds and refinishing products, has announced that registration is open for the national 2020 Farécla Bonnet Painting Competition. Now in its third year, the competition is designed to showcase and reward talented young people in the industry, and is aimed at students and apprentices who are at level two or three.

The winner will receive a £1,000 cash prize plus a full set of Farécla G360 polishing materials, a Farécla G Plus polishing machine worth a further £250, and their bonnet will be displayed on Farécla's stand at the Advanced Engineering Show at the NEC in November.

The runner-up will win £500 plus the G360 polishing system, and two grand finalists will win £250 plus the G360 system. In addition, a GoPro camera and the G360 polishing system will be awarded to the entrant who supplies the best video or series of photos of their bonnet painting and polishing process.

The deadline for registration is 3 July.



Allianz announces record £65m in fraud savings

Allianz Insurance announced another record year for fraud success in 2019, with a total saving of £65.2m. This represents a £450,000 increase over the previous year and is eight per cent above target.

As in 2018, motor continued to be the most common type of fraudulent claim received by Allianz, accounting for 44 per cent of the total. The casualty area closely followed motor, with 39 per cent of fraudulent claims.

Allianz's fraud manager, James Burge said: "Fraud detection and prevention remains a priority and this was demonstrated when we brought application fraud together with claims fraud last year. The team has gone from strength to strength and I am delighted that we reached a significant amount in fraud detections and savings. In addition, we also saved an impressive £2.5m in application fraud which is a testament to the teams. Their continued commitment to protecting our genuine customers has led to Allianz's savings being increased from £64.75m in 2018, to £65.2m in 2019."



Symach technology in TDN's first UK facility

Symach announced that its equipment and technology are fully operational in TDN Group's first facility in the United Kingdom. TDN has also incorporated technology and safety equipment to calibrate ADAS and repair electric and hybrid vehicles.

"Since installing Symach's unique FixLine process, we've found that it has helped us with efficiency in our facility," said Jordan Fisher, managing director of AXIOM-UK, a TDN company.

"The track system we installed creates a workflow that dramatically speeds up the movement of vehicles through the shop and Symach's Drytronic technology fully cures paint in just a few seconds."

He said the equipment also allows the shop to quality control repaired vehicles and reduce the risk of rework and customer complaints.

"We enjoyed working with TDN Group to set up their world-class facility in the UK," said Osvaldo Bergaglio, CEO of Symach.



UK transport industry thrives

The UK transport industry has seen earnings on its investments in the EU rocket by more than 400 per cent since the Brexit vote, analysis of the latest ONS data has revealed.



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Wilson doubles FCA portfolio

Epsom-based dealer Wilsons has secured representation for FCA brands Alfa Romeo and Jeep. They join Wilsons' existing FCA portfolio of Abarth and Fiat, according to MD David Wheatcroft (above).



Parking prang costs top £1.5bn

British motorists are forking out a staggering £1.5bn each year for car park prangs. A study by ŠKODA UK revealed 11 per cent, or 3.74 million, of drivers have seriously damaged their own car while looking for a space to park over the past 12 months. On average they have been left with a £396 repair bill to fix their mishaps.



HSE inspections to ensure welding safety

The Health and Safety Executive (HSE) has warned employers it will be carrying out inspections to ensure they are protecting their workers' health by controlling the risks from welding fume.

Employers must ensure they have adequate controls in place to avoid or reduce exposure to welding fume. They should be using local exhaust ventilation where effective and provide suitable respiratory protective equipment where necessary to protect workers in the metal fabrication industry from inhaling fumes.

The inspections follow a safety alert that was issued in February 2019 after new evidence showed exposure to mild steel welding fume can cause cancer.

John Rowe, head of manufacturing at HSE said: "Employers and workers should know the risk, plan their work and use the right controls when welding activity is carried out. If they are not HSE will use enforcement to bring about improvements. It is our mission that all workers are protected and are not made ill or killed by their work."



Rye Street Group refurbishes bodyshop with LV= GI

Rye Street Group have unveiled a completely refurbished bodyshop in Hoddesdon, Hertfordshire; where they are working with LV= General Insurance (LV= GI) on a sole supply basis. The offices and workshops have been refitted, complete with LED lighting throughout, and two Junair spray booths. The site has a weekly throughput of 40 vehicles and employs 18 staff including two apprentices.

Rye Street Group's managing director, Bill Duffy said: "We've enjoyed a close working relationship with LV= GI for a number of years now, having been part of the LV= GI own network since its inception. Sole supply at our Hoddesdon branch is the next step in this great partnership, and we've seen many benefits in terms of streamlined processes and aligned working practises which dedicated supply brings."

Michael Golding, Brian Hodge, Kyra Hazlehurst-Brooks, Emma-Louise Steward and Myles Doran from LV= GI visited the site for a tour of the facilities followed by an opening ceremony with the Rye Street team.

Ford UK undertakes connected car project

As part of planned changes to align services, capacity and technology, it has been announced that Ford, Vizion and White Room Consortium (WRC) have begun working with the Ford Accident Repair network, along with AutoFlow as part of a transformation and expansion project.

This initiative will move at pace and see the Ford Accident Repair Centre network become the Ford Certified Collision Network, aligning it to Ford's global approach.

There will be an increase in Ford resource to ensure all its sites get the management, information and support they need, which will create opportunities to existing Ford repair centres and new entrants from the industry.

Integration with Ford vehicles via Connected-Car technologies and the Ford Certified Collision Network, will provide a personal service for the customer and deliver improved transparency to all parties.

Chris McKie, managing director of Vizion Network and WRC, said: "This is truly ground-breaking. The size and impact of this project by Ford is enormous. We have been working closely with this technology since its inception; it is massively exciting and the realisation of a personal goal for our businesses and systems to be playing a part in this ground-breaking initiative."



Industry reaps benefits of National Apprenticeship Week

Over 900 events, aimed at parents, teachers and individuals, took place across the country during the 13th annual National Apprenticeship Week.

Celebrating the many benefits of apprenticeships, through its theme "Look Beyond", the spotlight was shone during National Apprenticeship Week 2020 on the diverse range of apprenticeships available and diversity in apprentices undertaking them.

Dealerships and vehicle manufacturers across the UK took the opportunity to recruit apprentices and host open days. BMW, Ferrari and Volvo all held events and opened their doors to prospective apprentices and their families.

Commenting on the importance of apprenticeships, Tony Hudson, general manager at Lipscomb Cars' Volvo dealership in Canterbury, said: "The apprenticeship scheme attracts applicants who may otherwise not have entered the automotive industry, yet who bring significant benefits to our team and the customers they will serve throughout their career."



No fall in drink-drive deaths

The number of people killed in road accidents where the driver was over the drink-drive limit, has not dropped since 2010. Provisional figures released by the Department for Transport estimate there were 240 such deaths in 2018, the same rate of fatalities 10 years ago.

The total number of casualties caused by drink driving increased to 8,700 in 2018, up one per cent from 2017. The number of accidents where a driver was over the alcohol limit rose by four per cent to 5,900 in 2018, compared with the previous year. The overall number of breath tests is also the lowest on record.

"Only 42 per cent of drivers involved in an accident in 2018 were breath-tested by police," said Hunter Abbott, managing director of breathalyser firm AlcoSense. "This has declined steadily since 2008, when 55 per cent of motorists were breathalysed after a collision."

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DfT unveils new traffic solution

The government has unveiled a new moveable barrier solution that it hopes will keep traffic moving on motorways. Specialist vehicles can roll out new moveable concrete barriers within hours to mark out where traffic should go.



PPG opens MoonLab to showcase new technology

PPG Refinish UK and Ireland has announced the opening of MoonLab – a dedicated space to demonstrate the innovations of MoonWalk, its latest technological development in refinish paint mixing.

The MoonLab has been designed to reflect MoonWalk in multiple ways: the lab is clean and minimalist to show customers the new direction in which MoonWalk can take their bodyshops while at the same time offering a space to meet in a creative environment.

“MoonWalk is an important step forward in the refinish industry and it illustrates PPGs investment in innovation. Creating a bespoke environment to share the value MoonWalk can bring with our customers is a great asset,” said David Heal, market director, Automotive Refinish UK and Ireland. Heal is pictured above (*right*) opening MoonLab with Chancey Hagerty, vice-president PPG Global Automotive Refinish.

Meanwhile, PPG also announced its first MoonWalk installation of 2020 at Warley Car Clinic in Oldbury.



Black revealed as UK's most unlucky car colour

According to data from automotive paintwork repairer, ChipsAway, black cars suffered the most minor damage in 2019, accounting for 20.6 per cent of all repairs completed by their specialists nationwide. This was closely followed by grey and blue.

It might be thought that there are simply more black cars on the road, meaning that naturally, there are more of them to suffer scratches and dents. However, according to the latest Society of Motor Manufacturers and Traders (SMMT) car registration data, the most popular car colour of 2019 was grey, for the second year in a row.

Further down the list are white, silver and red cars, which could show that these colours stand out better on the road and therefore manage to avoid bumps and scrapes more easily.

When conducting their research, ChipsAway also found that BMW's were the most repaired car type of 2019, with Fords and Volkswagens following closely behind.



UK HGV market in double-digit growth

The UK's new heavy goods vehicle market rose 12.6 per cent in 2019, with 48,535 units registered, according to figures released by the Society of Motor Manufacturers and Traders.

New specialist automotive consultancy unveiled

A new specialist automotive consultancy has been launched to help the industry through a period of unprecedented change.

Eleventi will provide manufacturers, fleet and leasing providers and finance houses with access to a panel of experts with automotive and external industry knowledge.

Its leadership team consists of managing director John Waring; Mike Walters, managing consultant; Gary Elliott, client development director and consultant Andrew Shaw.

Together with its diverse panel of associates – including Steve Gowler, Robert Wastell, Gabi

Whitfield (*pictured left*), Ged O'Neill, Steve Beattie, Bryan Marcus and many others – Eleventi will deliver everything from strategic reviews to technology-enabled transformation programmes, all the way through to supplier selection and delivery of projects.

Waring said: “Historically, the industry has had to deal with some significant and far-reaching issues – including globalisation and emissions legislation – but never has it had to cope with so many diverse, competing challenges and opportunities occurring at the same time. You could say the industry faces an existential crisis.

“This year will be a critical one for the industry; the decisions made in the next six to 12 months will have a definitive and seismic influence on the commercial success of the industry, certainly for the next three to five years and probably well beyond that.”





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Plastfix drives gender equality in repairs

Plastfix in Australia has launched its Women 4 Plastic Repairs Programme. The aim is to promote a presence of women in the automotive repair industry through mentoring, flexible working hours and policies that promote fairness and strengthen opportunities for a more diverse and female inclusive workforce.

Plastfix has recently recruited its first female plastic repair technician who has joined its service team in Queensland after successfully completing a six-week training and repair process induction. On the back of her rapid success and quality of work, Kirsten Heindel has become the foundation ambassador for the company's programme.

Mario Dimovski, CEO of Plastfix, said: "This programme is close to my heart, having three young girls of my own I always encourage them that they can pursue any career or passion they want and this programme is the perfect example of that, led by a very suited role model in Kirsten Heindel our Women 4 Plastic Repairs ambassador that I am very proud of. We are aiming to double our workforce in the next 18 months to about 90 staff and it is vital we provide opportunities for all suited candidates to achieve this goal as trade industries across all sectors suffer skills shortages."



AMA joins fight against automotive plastic waste

Australian automotive collision repair company, AMA Group, has joined the Waste-Motive Initiative as a foundation partner to better manage automotive plastic waste in the collision industry.

The Initiative will focus on bringing together like-minded companies, government and community groups who will work together in achieving the core objective of better managing the industry's automotive plastic waste.

AMA's panel division chief operating officer, Dave Calder, said: "We have challenges disposing of plastic bars and other plastic components through an environmentally friendly supply chain that can operate at the scale we require to be an effective and consistent solution."

"In our great industry, there are more plastics going to landfill and an increasing number of plastic components in the construction of vehicles. The industry must evolve in its ability to offset this impact to the environment, and we need the supply chain to keep pace."

The Waste-Motive Initiative ensures plastics are shredded, waste is disposed of through registered specialist recyclers and that they collectively achieve a significant reduction to their carbon footprint.



Global light vehicle sales decline

In 2019, global light vehicle sales were at their lowest point since 2015, at 89.8 million, which was 4.8 per cent down on 2018's 94.3 million total. December's sales of 8.15 million were 2.3 per cent lower than in December 2018, according to GlobalData, a data and analytics company.

BASF to open German CAM production site

BASF has announced a new battery materials production site in Schwarzheide, Germany, as part of its investment plan to support the European electric vehicle (EV) value chain. The plant will produce cathode active materials (CAM) with an initial capacity enabling the supply of around 400,000 EVs per year with BASF battery materials.

The Schwarzheide plant's design and infrastructure will allow for the scale-up of manufacturing capacities enabling BASF to meet increasing customer demand for the European EV market. The plant in Schwarzheide will use precursors from BASF's previously announced plant in Harjavalta, Finland. Start-up of the plants is planned for 2022.



Axalta supports STEM in EMEA

Axalta has donated a total of €50,000 to support STEM (Science, Technology, Engineering and Math) or environmental stewardship causes across Europe, Middle East and Africa. This has been achieved through an employee initiative called Axalta in Motion.

Events listing

The latest must-attend events relevant to your industry

MARCH



Remit's Big Skills Debate

■ 6 March 2020

📍 The Institute of the Motor Industry, Fanshaws, Hertford SG13 8PQ

Remit Group is inviting apprenticeship levy paying automotive employers to join its debate. Delegates will join senior HR, training and development and apprenticeship programme managers to discuss developments within the automotive industry that will impact future training and workforce strategies.

■ Tickets: reserve place on website www.remit.co.uk/the-big-skills-debate

Volvo Product Technology Course

■ 23 March 2020

📍 Volvo Training and Development Centre, Prospect Way, Daventry NN11 8QN

Volvo Cars UK has released further dates in 2020 for its product and technology update courses, starting with this one. The full-day programme provides delegates with the latest information on the brand's cars and is aimed at VDAs, engineers from insurance companies, accident management companies, fleet providers, training colleges, non-approved bodyshops and general industry personnel.

■ Tickets: £200 (plus VAT)
Contact Elena Worthington to book (elena.worthington@volvocars.com)

CLEPA 2020 Aftermarket Conference

■ 25-26 March 2020

📍 Sheraton Brussels Airport Hotel, Brussels, Belgium

On the evening of 25 March, CLEPA will hold its exclusive networking dinner and cocktail event, while on 26 March the CLEPA Aftermarket Conference will cover the topics of mobility platforms and data-based business models. Attendees can expect top speakers from the industry, European institutions and service providers to share their view on the market and latest trends.

■ Tickets: see website for details clepa.eu

APRIL

IBIS USA 2020

■ 1-2 April 2020

📍 Sawgrass Marriott Golf Resort & Spa, Jacksonville, Florida

One-and-a-half days of insightful and engaging plenary sessions enhanced with networking opportunities will leave IBIS USA 2020 delegates with the knowledge, know-how, resources and confidence to continue to widen their network of contacts and lead their businesses to success.

■ Tickets: see website for details www.ibisworldwide.com



Commercial Vehicle Show

■ 28-30 April 2020

📍 NEC, North Avenue, Marston Green, Birmingham B40 1NT

The Commercial Vehicle Show will hold hundreds of exhibitors spanning the whole road transport, distribution and logistics supply business. From truck, van and trailer manufacturers through to forklift trucks, insurers, tyre, telematics and training providers, fuels and lubricants suppliers and more.

■ Tickets: free to attend www.cvshow.com

MAY



IBIS Africa 2020

■ 13 May 2020

📍 Emperors Palace, 64 Jones Road, Kempton Park, Johannesburg, 1620 South Africa

IBIS Africa 2020 returns to Johannesburg for its second edition and is themed "Strength Through Collaboration". Hear from experts in insurance, salvage, market trends and analysis, skills development and much more as IBIS once again spotlights the African automotive aftermarket.

■ Tickets: gareth@ibisworldwide.com www.ibisworldwide.com

IAEA Irish Conference

■ 31 May 2020

📍 Morans Red Cow Hotel, 22 Naas Road, Fox-And-Geese, Dublin, D22 YX80, Ireland

The Institute of Automotive Engineer Assessors (IAEA) encourages all members, and non-members to attend this one-day event filled with networking opportunities, presentations from industry leaders and much more. Special rates will be available for IAEA members.

■ Tickets: see website for details www.iaea-online.org

JUNE

IBIS Global Summit 2020

■ 8-10 June 2020

📍 Le Méridien, 22 Avenue Princesse Grace, Monaco

2020 will mark the 20th anniversary of the IBIS Global Summit series. A landmark worthy of celebration, which will be achieved by providing all the usual high-quality content, speakers and networking opportunities, plus a smattering of special touches to make this an extra special occasion.

■ Tickets: gareth@ibisworldwide.com www.ibisworldwide.com



Everywoman in Transport and Logistics Awards 2020

18 June 2020

JW Marriott Grosvenor House, 86-90 Park Lane, London W1K 7TN

Returning for its 13th year this industry event is continuing its mission to uncover female role models, identify male agents of change and transform the industry perception. The awards are designed to be as inclusive as possible and are open to women at all stages of their career.

■ Tickets: see website for details
www.everywoman.co.uk

SMMT International Automotive Summit

23 June 2020

TBA

This event, now in its 12th year, plans to bring together more than 350 delegates from across the industry, government and the international media for a day-long conference. The agenda features industry and government keynotes, as well as several forward-looking panel discussions addressing key areas of transformation affecting the industry.

■ Tickets: see website for details
www.smmmt.co.uk

Traffex Seeing is Believing 2020

24-25 June 2020

Bruntingthorpe Proving Ground, Lutterworth, Leicestershire, LE17 5QS

Traffex Seeing Is Believing is an outdoor exhibition offering real environments, real full-scale demonstrations and real conditions. Combining seminar sessions with an outdoor exhibition of displays and demonstrations, the event provides highways and transportation practitioners with an environment in which to keep up to speed with the very latest innovations from the industry.

■ Tickets: free to attend, register interest on website
www.sib.uk.net



NBRA Greener Bodyshop Awards 2020

Following on from the extremely successful 2019 NBRA Greener Bodyshop Awards held at the Birmingham Sealife Centre, the NBRA is working on plans for the 2020 event. Keeping with the ecological theme, the association is planning to move from a marine venue to an animal location this year.

"We are looking at venues now and we think this next award will be a really special experience," said NBRA director Chris Weeks.

He added: "Alongside our event partners Orwak and BASF, we have had interest from many other suppliers keen to get behind our initiative to improve the public image of our amazing industry and demonstrably improve our impact on the environment, which is now so front-of-mind for most people."

At this next event, the NBRA will also be introducing a corporate and social responsibility element backed by one of the UK's largest private insurers.

There are so many ways that repairers can help the environment from reducing waste, the use of gas, electricity and water, shorter journeys, more efficient vehicles. The NBRA now has numerous

supplier members offering products and services at a discount that can impact repairers' effect on the environment.

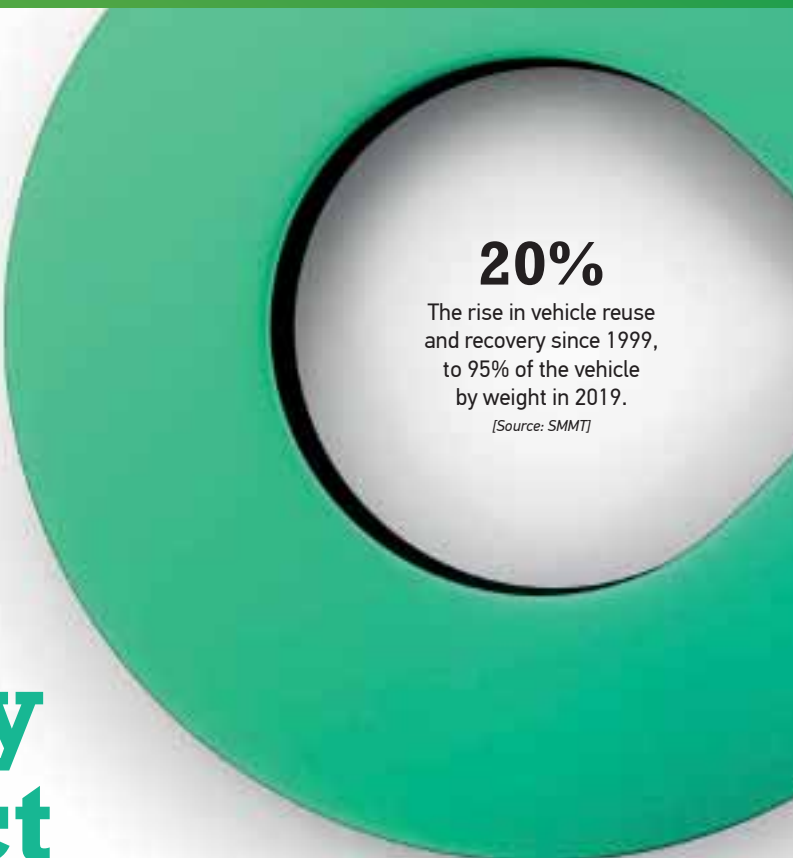
This year the NBRA is finding a way to baseline the environmental impact of the whole body repair industry and set a target for improvement. It will also be measuring the environmental credentials of awards entrants in a far more consistent and auditable way, ensuring fairness and making it interesting for any size of bodyshop to get involved.

Cleaning up our industry and showing it in a positive light to the public is one of the NBRA's four key objectives and also helps attract young environmentally conscientious people to the industry.

NBRA
GREENER BODYSHOP
AWARDS 2020



If your bodyshop would like to express an interest as an entrant or green supplier, or you just find out more about the NBRA Greener Bodyshop Awards 2020, please contact **Michael Wicks** at michael.wicks@rmif.co.uk



20%

The rise in vehicle reuse and recovery since 1999, to 95% of the vehicle by weight in 2019.

[Source: SMMT]

ENVIRONMENT CONSUMABLES

Eco-economy balancing act

For many years suppliers of coatings and consumables have been working to reduce the environmental impact of their manufacturing processes, products and delivery. In this high-carbon, high-pollutant industry we talk to businesses that are striving to achieve the optimum balance between environmental care and profitability.

Over the past decade, many sectors in the collision repair supply chain have made huge strides to reduce the environmental impact of their products throughout their lifecycle. Improvements in manufacturing methods mean the amounts of energy and water used in production have been dramatically reduced, while significantly less harmful waste is entering the atmosphere and our landfills.

UK lawmakers have introduced stricter regulations to manage solvent use in a bid to cut emissions of volatile organic compounds (VOCs) and combat “ground-level ozone” – which seriously affects human, animal and plant health.

This has resulted in an industry-wide shift to waterborne paints, UV-cured coatings, non-heavy-metal colouring agents, catalyst technology, synthetic glass fibre filters, and other more refined eco-friendly refinish solutions.

One company at the cutting edge of this trend is leading spray booth and air filtration specialist Beta Group.

“We are continually looking at our sustainability and corporate responsibility plans,” said company director David Meehan. “The sourcing of products forms a huge part of this and, with this in mind, Beta Group is currently working on several new innovative filter products with ‘greener’ credentials.

“With manufacturing focused on the environment and a product that reduces energy consumption, there is clearly a synergy here. We are cutting wastage to a minimum and planning deliveries in a more eco-friendly manner,” Meehan said, referring to the company’s aim to transition its fleet of 35 diesel-powered commercial vehicles to hybrid and electric replacements.

“We offer energy saving LED lighting upgrades, variable speed drives and modulating burners, which can be

retro-fitted to existing equipment. We are also due to replace all paper systems with hand-held devices linked to our ERP system. This will remove 85 per cent of paper consumption from the business,” he added.

As with all industries, consumers are becoming much more aware of climate change and their own environmental footprint, and as such are demanding more eco-friendly processes from their repairers and the automotive aftermarket supply chain.

Environmental stewardship

It is no longer a question of whether or not suppliers should change to meet consumer and regulatory pressure, they must act now both from a commercial and corporate responsibility perspective. Companies will face bigger fines and stricter sanctions on their emissions and so they must use equipment more responsibly and keep pollution from the refinishing process to a minimum.

Global coatings giant Axalta is already ahead of the game in that regard, according to vice-president for refinish systems EMEA, Jim Muse. “We are committed to environmental stewardship in our own operations and for the longevity of our industry. Today, bodyshops around the world realise the need for sustainable practices, and more of their partners, suppliers and customers are also demanding higher standards,” he said.

“Bodyshops are turning to modern product application systems that help them reduce their impact on the environment by lowering energy usage and thereby reducing their carbon footprint. Axalta’s patented Fast Cure/Low Energy systems help bodyshops meet this challenge. Each of our three premium refinish brands – Cromax, Spies Hecker and Standox – can be used in these systems, helping bodyshops be more sustainable without compromising on appearance,” Muse said.



14.2 years

Average age of cars and vans when scrapped – up 7 months on 1999 figures.

[Source: SMMT]

Raffaella Censi from Symach agreed: “Every product or service a bodyshop buys has an impact on the environment, so all future investments need to be made taking this into consideration. Symach’s philosophy evolved around automation and efficiency which naturally saves energy... and our production site in Bologna doesn’t use any chemicals and therefore doesn’t produce any polluting waste.

“Our drying technology is not only one of the fastest ways to complete the repair process but also the most energy efficient available, using up to 90 per cent less gas/lpg per paint cycle,” she added.

One of the main challenges for bodyshops and the supply chain is striking a balance between maintaining minimal environmental impact while remaining profitable and viable. Often the “green” approach will be more costly. Price points on non-recyclable materials tend to be lower than eco-friendly alternatives, and with margins squeezed it is a difficult balance.

Abrasives specialist Mirka views sustainable innovation as both smart and profitable and has made a number of advancements in this area, including: developing new low-energy technologies; reducing heavy metals in its products; improving the handling and processing of waste resin; and developing new catalyst technology to make its thermal machine lines more efficient.

Customer expectations

Mirka national sales manager Steve Smith said: “As a business we will always keep an eye on both regulatory changes and customer expectations so we can ensure that we can offer eco-friendly repairs. We do not use chemicals which appear on the list of Substances of Very High Concern (SVHC) and we are in full compliance with the EU’s Registration, Evaluation, Authorisation and Restriction of Chemicals legislation (REACH).

“To assist with the issue of air quality control and to minimise occupational exposure to airborne dust, we listened to what our customers were looking for and our R&D team developed and introduced a dust-free net abrasive called Abranet, which when used in conjunction with a Mirka sanding system, provides the user with a dust-free work environment,” he added.

One group of bodyshops that is doing its bit to reduce consumables waste – and at the same time save money – is Gemini ARC, which is changing from single-use polythene seat and steering wheel covers to long-lasting, washable covers.

Managing director David Sargeant explained: “Gemini is constantly looking for ways to reduce its environmental impact and one of the areas in the spotlight was our seat covers, which could not be recycled and went straight to landfill. While looking for a solution we came across Coplan-Europe, which has become the benchmark in the European market. We have now received our initial order and we are very pleased with the quality and artwork, not to mention the long-term cost savings this product will provide.”

As the collision repair industry embraces yet more change, its supply chain will continue to drive down emissions, pollutants and consumables waste as technical advances, education and regulation edge the UK towards a more sustainable future.

But one area of concern highlighted by Meehan was the trend towards SMART repairs on a consumer’s driveway. “On the surface these appear to be less polluting and do not require the same pollution permits. Sadly, this is because the pollution occurs in differing locations rather than one fixed position. Clearly the emissions are comparable with fixed spray booth repairs, and tighter regulation is needed,” he said.



“

Gemini is constantly looking for ways to reduce its environmental impact and one of the areas in the spotlight was seat covers, which could not be recycled and went straight to landfill ... so we now use washable covers

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Finishing touch

Terry Jackson, head of business UK and Ireland at BASF, talks to *bodyshop* about the many product and process changes taking place in the collision repair industry's coatings and refinish sector.

What 'green' initiatives has BASF introduced?

Sustainability is at the core of what we do – we want to contribute to a world that provides a viable future with enhanced quality of life for everyone. Our refinish products are part of this vision and we are constantly working to refine our production processes to conserve the environment. That's why we're so proud to announce the launch of our R-M eSense range. In contrast to traditional manufacturing processes for refinishing products which rely on fossil fuel resources, our biomass balance approach uses a greater share of renewable resources. The CO2 savings are supervised and guaranteed independently by the German technical supervisory association – REDcert. We are unique in the industry as BASF is currently the only manufacturer that offers refinish products that help our customers reduce their carbon footprint, while still providing the same high performance.

How has the paint and coatings sector changed in the past decade?

The pace of change has been rapid over the past five to 10 years. We've not only seen advancing safety features and vehicle technology, but motor manufacturers also want to offer new types of finishes and effects to appeal to their customers. Here at R-M, we identified these trends years ago and we've continuously adapted the R-M product range to ensure we're at the forefront of an ever-changing marketplace. Today, climate protection and energy costs play a greater role than ever for our customers concerns and we've risen to the challenge – we've introduced cold cure UV primers and ambient cure clearcoats into the range, which guarantee that the repair process doesn't compromise safety systems. Our products provide a high-quality repair, as well as delivering energy savings to customers.

Any eco-friendly plans in development?

BASF is constantly innovating and improving the ecological impact of cars. As well as developing the eSense range, we offer a range of solutions that enable the automotive industry to become more sustainable, such as lighter materials and coatings and additives that reduce emissions and increase fuel efficiency, while maintaining the high quality and safety standards demanded by our customers. BASF is also at the forefront of refinish technology and one area we are really excited about is the development of heat reflective paint, which keeps the vehicle cool and reduces the need for air-conditioning. We're also working on providing innovations for the e-mobility systems of the future by developing materials that give electric cars higher energy capacity, making e-mobility more attractive and accessible.

What effect are regulatory pressures and consumer expectations having on the industry?

Environmental concerns are definitely becoming more prevalent. The demand on bodyshops to take ownership of their own carbon footprint will become greater, which we envisage will come from governmental environmental pressures with volatile organic compound (VOC) content, and from various parties such as vehicle owners, motor manufacturers and insurers to take an environmentally responsible view on products and processes. BASF identified these pressures on the industry some time ago, so we are constantly developing products to not only comply with legislation but to be at the forefront of refinish technology. By using sustainable products, bodyshops can stand out from their competition. These products are just the start. The ultimate vision for BASF is a totally eco-friendly repair end-to-end, from undercoat to basecoat to clearcoat – creating a sustainable future for vehicle repair.

Reduce, reuse, reman, recycle

Bodyshop experts are aware of what needs to be repaired to give a vehicle a second life. But what expertise is needed for a vehicle that has reached its end of life?

Vehicle recycling is the opportunity to dismantle end-of-life vehicles (ELV), not only to collect reusable parts, but to allow most materials and composites to see a second life or be kept from landfills. Here we examine the process, benefits and views of vehicle recycling, and what its future holds.

The process

Every recycler will have their own method when recycling a vehicle. Below, we have summarised the process of vehicle recycling most used, although the order of steps will be different for every organisation.

First, an ELV must come into a recycler's possession. Some have a network of Authorised Treatment Facilities (ATFs), and offer services to the public, businesses, VMs, dealerships and repair centres. Others have contracts with numerous UK insurers and fleet companies. Most recyclers offer vehicle collection.

Once at a licensed ATF, vehicles are photographed or videoed for a detailed record of the vehicle's journey. Tests are then commenced by qualified technicians to establish if the engine runs and which components of the vehicle are working. Some recyclers, such as Charles Trent, will digitally document and catalogue what is damaged on the vehicle and what parts can be reused or sold.

Next is depollution where potentially dangerous liquids are removed from the vehicle. e2e Total Loss Vehicle Management's chief operating officer Neil Joslin said: "We safely dispose of the hazardous materials from the vehicle such as coolant, brake fluid, oils and air-conditioning gases which are harmful to the environment." Depollution also eliminates any risk when storing and recycling the vehicle. The removed liquids can be filtered and resold onsite or collected by an appropriate recycler.

After depollution, the vehicle is dismantled for recyclable and reusable parts. Materials are separated in different types of metal, plastic, rubber and glass so that they can be collected for recycling or catalogued to be remanufactured and reused. Vehicle parts that are stripped are recorded on a parts inventory system ready to be tested for quality assurance.

The parts and materials collected from a vehicle is decided by what can be reused or sold and what can be recycled either by the recyclers themselves or what is determined by government regulations.

Describing the dismantling process for CarTakeBack, alliance manager Alison Price, said: "Appropriate testing of the parts takes place and where appropriate, reconditioning. The parts are then properly stored, packaged and catalogued to ensure they are able to be correctly and safely paired with the right vehicles when reused." When available, collected and catalogued parts are visible across a company's multiple sales platforms and can usually be purchased from there.

The rest of the vehicle, usually a body shell by this point, can be placed into a baler, crushed into a metal block and be sold and recycled into more vehicles and components. Or, the remains of the vehicle can be transported to a vehicle shredder, which shreds the vehicle into fist sized chunks. Once they're a more manageable size, the materials are separated into the different types of metal, plastic, rubber and glass.

By law 95 per cent of a vehicle's weight must be recycled, although most, including Charles Trent, are reaching above that at 96.2 per cent. Although a very minute amount, not all vehicle's materials and parts can be recycled or reused. "A very small proportion of the vehicle as a whole is ever classified as waste materials. Typically carpets, seat covering and the foam behind the



After tests are completed, a vehicle's battery is isolated for safety purposes and any hybrid or EVs are shut down in accordance with manufacturer recommendations.

dashboard cannot currently be recycled and have to be treated as waste materials," said Joslin.

Recycling benefits

In the words of Jason Cross, SYNETIQ's director, "the environment is the standout winner" when assessing the benefits of recycling vehicles. It is estimated that if the UK increased its use of recycled vehicle components by just 10 per cent it could prevent 390,000 vehicle parts going to landfill each year – and save almost 190,000 tonnes in carbon emissions.

Recycling and reusing parts and materials from vehicles also keeps other parts from being manufactured, Joslin said: "The energy taken to recycle a part is a fraction of that taken to make a new part. There are immense savings to be made on using raw materials, supporting the drive for sustainability. The logistics of transporting parts, many from manufacturers abroad, adds to CO2 emissions and does not support insurers' efforts to be carbon neutral."

Industry view

Society's desire to be more sustainable and environmentally conscious is obvious with the rise of paper straws, plastic-free restaurants and an uptake in recycling. Generally, the industry takes the same approach, so why are more vehicles not recycled? Andy Latham, managing director of Salvage Wire, said: "The industry supports vehicle recycling, however there is a major issue around illegal operators and the apparent lack of enforcement from government agencies, police and local authorities – this is not just a UK issue as illegal ELV operations are an issue across the globe."

Nick Rossiter, motor damage strategy manager, Allianz, described how the insurance industry has also changed with the eco-friendly movement. He said: "Vehicle repairability has been a significant focus for

insurers for many years and manufacturers have been challenged to design vehicles with repairability in mind.

"The driving force has previously been repair cost, but now the focus is shifting specifically towards environmental issues such as, reducing energy usage or avoidable waste."

The future

Like the rest of the industry, the future of vehicle recycling is focused on electric vehicles (EVs). Electric and hybrid vehicles are currently difficult for vehicle recyclers and dismantlers due to the potential hazards with the lithium-ion batteries, along with a range of components which will need thorough testing to ensure they are safe and appropriate for reuse.

Companies like CarTakeBack, Salvage Wire and British Metals Recycling Association are combating these EV issues by running electric ELV awareness courses for the industry.

Others are focusing on the technology of vehicle recycling. Charles Trent, for example, is creating a reverse manufacturing centre for car recycling, including having its own vehicle production line, and parts storage. The dismantling of cars will be partly automated with machines separating the parts and conveyor belts moving the parts for recycling.

"Reduce, reuse, reman, recycle – that's the new order of things now when only a few years ago it was straight from reduce to recycle. This does not fit in 2020 and in no way will it fit as we move forwards," said Cross when summing up the future of vehicle recycling. He added: "Standards of compliance are at an all-time high as SYNETIQ and the rest of the industry put safety, the environment, and social responsibility first."

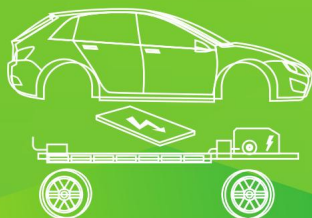


Lithium-ion batteries from electric and hybrid vehicles can't currently be recycled in the UK and must be shipped to mainland Europe.

Battery afterlife

The automotive industry has entered a new age of electric propulsion and it is vital to know how to handle these vehicles safely and correctly. Here, with special help from Sam Haig, battery recycling business manager at RSBruce Metals and Machinery, and Alan Colledge, senior manager Cawleys Hazardous Services, we examine the journey of an EV battery once it has reached its end of life, including the process of dismantling, recycling and reuse.

REMOVAL AT ATF



Where end-of-life vehicles are seen by an Authorised Treatment Facility (ATF), the typical route is for the battery to be removed from the vehicle at the site where it is received.

For EV batteries that are received at bodyshops there is a legal obligation for VMs to ensure batteries are handled and recycled properly.

There is a risk in the manual handling of batteries as some weigh more than 700kg, are unwieldy and could lead to injury if the correct lifting equipment is not used.

TRANSPORT



Batteries are collected and transported to authorised dismantlers or VMs. Provided they are handled with care and not damaged, batteries are safe to be transported.

Some batteries received are damaged and must be treated with extreme caution as there is potential for it to combust without warning.

There are a variety of specialist transportation boxes that are designed to contain or counteract a battery if it combusts during transport. However, batteries in this state remain a serious problem and require careful handling.

DISMANTLING



During dismantling the battery is taken apart. High voltage engineers separate the batteries into recoverable sections under safe, insulated conditions.

A battery consists of many different materials as well as the modules that contain the cells, such as circuit boards, plastics, and thick metal current collectors.

EV batteries are high voltage with some upwards of 800V. "The risk of electrocution and instant death is very real," said Cawleys' Colledge.

50%

The percentage of recycling that needs to happen for all battery types from the smallest AAA battery to the largest EV cell

[Source: UK Environment Agency]

**26,046
tonnes**

Portable batteries placed on the UK market in 2019

[Source: UK Environment Agency]

RECYCLING



End-of-life recycling is essentially treating the battery's wastes to extract the metals within. See table above right for details of how each of the materials in a battery can be recycled.

There are currently no recycling operations for EV batteries in the UK, and only a very small number of operators exist who can dismantle batteries to prepare them for recycling.

Batteries that do inadvertently reach landfill may leak hazardous chemicals that could leach through into the ground or vent into the air, causing damage to the environment.

162%

The amount online electric car queries rose after the government proposed to halt petrol and diesel sales by 2035.

[Source: Altium]

Material matters

PART	MATERIALS	RECYCLABILITY
Battery	Copper, aluminium, plastics, circuit boards	All can be sent to established recyclers of the material
Battery	Carbon fibre composite	No recycling outlets currently exist, may be sent for energy recovery
Cells	Copper, aluminium, cobalt and nickel	Many of these metals can be recovered through the current smelting processes
Cells	Graphite and plastic	Consumed as fuel for the smelting process itself
Electrolyte (battery acid)	Mixture of water and sulfuric acid	Volatile and flammable, it is burned in a smelter and any hazardous gases are captured and scrubbed so they do not enter the atmosphere

REPURPOSING



Many batteries that are removed from an end-of-life vehicle still contain 80 per cent or even 90 per cent of their original capacity. They are suited for power storage even after their life in an EV has come to an end.

Approaches to repurposing batteries include reusing battery packs as they are without any modifications; dismantling the packs to remove the modules and then use the modules to build up new packs of a different design; or dismantle two or more of the same pack and use the best modules to build a new, refurbished pack.



Did you know...

Approximately half of the weight of an electric vehicle battery may be materials that have established recycling outlets, such as copper, aluminium and plastic.

**25,000 to
75,000**

The annual sales rise of plug-in hybrid and full EVs from 2015 to 2019, with very few seen as yet at their true end of life.

[Source: RSBruce]



ENVIRONMENT **BODYSHOPS**

Bodyshops driving eco-friendly change for good

Chris Weeks | director | NBRA

We believe there are a multitude of aspects within the collision repair sector where we can help reduce our carbon footprint and improve environmental sustainability. These include waste reduction and disposal, less packaging, plastic bumper recycling, reduction of VOCs emitted and paint used, cutting the amount of electricity and gas the industry consumes, and promoting the use of electric courtesy vehicles.

We've all seen the tragic consequences of climate change, and the environment has become a very emotive subject. The importance of businesses changing their ways is only going to increase in our lifetimes and it is vital that we all play our part in improving things. The body repair industry needs to step forward and be accountable as do all other industries, and the NBRA is seeking to promote this by recognising those repairers who are genuinely changing and showing our industry in a positive leading light.

We don't have any hard rules to enforce change at this time, but we are rewarding those members who are making positive contributions through the NBRA Greener Bodyshop Awards (*see page 15 for details*). Through these awards, the NBRA has pledged to continuously support and recognise those businesses which implement multiple eco-friendly initiatives and push the environmental agenda forwards.

Repair over replace is still important and is a critical tool for bodyshop profitability, but it is essential the

right decisions and methods are used. The NBRA has courses available to members to support them in these areas. The government has already pledged to make all new cars electric by 2035 and this will affect our sector greatly. The NBRA will soon be launching an HEV repair standard to help bodyshops get ready and we have recently trained our management team on EVs in order to help them support our members on this journey.

Andrew Walsh | founder and CEO | AW ARC

Across the group, AW has motion-activated LED lighting in the workshop and office spaces installed by IDES UK, ensuring the lights are only activated when required. We have eco-friendly radiant heating – which increases thermal efficiencies by up to 90 per cent with a fuel saving of 75 per cent – fitted in all our workshops by RG Engineering, plus Skate & Rail vehicle transfer systems which minimise vehicle emissions because we don't need to start up the cars during the paint stages.

Further products and processes adopted in our workshops include the PPG Envirobase System – each product in the waterborne system offers significant solvent emission savings when compared to a typical solvent-borne product. The cumulative saving is up to an 87 per cent reduction. Using PPG's total waterborne system we are lowering our VOC emissions, improving air quality and the environment, thus supporting our drive to be more "green". All sites have variable speed compressors (VSDs), supplied and maintained by T&G Compressor Services, which automatically adjust the motor speed to the air demand. When compared to an

There is little doubt that this fine industry of ours contributes its share of waste to UK landfills and recycling centres. But many organisations are doing their bit to help save the planet and over the next few pages we hear from three such bodyshops and the association that represents them.



idling compressor, VSDs allow for energy savings of 35 per cent on average.

Our Junair 10m drive-through spray booths with fuel saver mode automatically change the air handling plant to “recirculation” during idle and flash off modes. The system requires no operator input and therefore the savings are guaranteed, reducing energy costs by approximately 22 per cent. QAD drying technology and gridded floors include full down-draught to enable multiple cars and off-panels to be painted simultaneously in two different colours, reducing the bake cycle yet emitting the same vehicle output.

All sites conduct plastic repairs using the Powertec nitrogen plastic welder, repairing more plastic parts than we replace. AW is also testing the use of recycled parts, something we expect a lot more bodyshops to be doing in the future. Plus, we currently have on trial a PPS Pot Cleaner, H2O Cleaner by Brink Lake which on its own has dramatically reduced our plastic waste. Previously we were averaging 100 PPS pots per week and this has been reduced to an average of eight per week. Combined, this has reduced our overall plastic waste, which is then recycled by Bumpers UK. We also recycle cardboard in-house using a Waste Kit 3115 supplied by PHS.

Our commitment to environmental sustainability was pioneered in 2019 by a summer campaign providing 500 branded water bottles free to our staff and customers throughout the month of August. The campaign aimed

“

We are actively looking beyond our industry to see what new technology is being developed in other fields that might lend itself to more efficient repair processes

to promote the reduction of plastic waste during the hot summer with the slogan “Keeping you cool, while keeping you moving” – a play on the AW slogan “Keeping you moving”.

Theo Theodosiou | technical director | Solus ARC

At Solus ARC we have adopted the use of more environmentally friendly products, including faster drying/air drying clearcoats and primers. We have taken as many processes out of the spray booths as we can, such as priming, in order to reduce our use of gas and electricity. We have recently invested in two of PPG’s MoonWalk automated paint mixing machines. Their design and accuracy mean we are not only reducing the residual waste paint left in the bottle, but we are also mixing less paint in the first place.

We have installed LED lighting in all our workshops, spray booths and offices, and all our electricity comes from renewable sources. We have tried to reduce our use of plastics where possible and appropriate.

We have invested in the latest technology to repair rather than replace, and to reduce the invasiveness of our repairs – where these initiatives are appropriate and don’t compromise the integrity of the repairs. We are actively looking beyond our industry to see what new technology is being developed in other fields that might lend itself to more efficient repair processes at Solus. It’s part of a drive to find out what we don’t know that might be applicable to us. We’re currently revisiting our use of electricity, tracking our consumption, and

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conducting Energy Savings Opportunity Scheme (ESOS) audits. We're also standardising our waste processes and procedures across all our sites.

Our industry has not been inherently environmentally friendly – consuming a great deal of energy in its processes and generating considerable waste. But it has gradually been changing for the better. It has had to because our traditional repair processes were not sustainable. Reducing single-use plastic within the industry is a challenge due to the nature of the work. Plastic used for masking and protection during the repair process is often deemed contaminated after use, and therefore cannot be recycled. The same can be said for booth filters and other products, so there is a potential market for alternative products there.

One trend which is beginning to gain some momentum is the use of “green” or recycled parts, particularly in order to save vehicles from being written off. The infrastructure required to make this trend more viable is beginning to manifest itself in the UK, and we may not be too far away from adequately addressing the issue of provenance of parts. However, the increasing technological complexity of vehicles means an increasing number of components – particularly around ADAS – cannot be reused or recycled easily. Repair groups like Solus will do all they can to minimise the waste they generate, but we can only do so much. VMs, in particular, need to factor in the reparability of their vehicles at the design stage.

Charlotte Burnige | company secretary | Coachwork Renovations

Our go “greener” project started in early 2017 – although we were already running some eco-friendly solutions, we knew it was time to re-evaluate. The first step was to focus on our waste – we had a load of rubbish. We set an ambitious target of reducing waste by 50 per cent, and I'm pleased to say that after working with Orwak, which supplies us with a compacting machine, we immediately reduced the amount of general waste by half. One of the machines compacts cardboard and plastic into sturdy bales which are then suitable for recycling. We also dedicated a storage area for plastic bumpers, which are collected and recycled. Following those first successes, the next investment came in the form of fitting recovery

vehicles in our fleet with low-emission systems. The following year, in February 2018, we started using many more recycled car parts in the repair process.

Ben Smith and Mark Pool from our management panel visited Hills Salvage and Recycling in Skelmersdale, where the Green Parts Specialists were able to demonstrate the quality and availability of recycled parts. We were blown away by Hills – a thorough organisation with real attention to detail and, ultimately, very clean, rapidly available parts. We immediately began using recycled parts whenever we had a customer's permission. Latching on to the idea of reusing parts we invested in a second plastic welding kit, retrained all our technicians, increased our repair-over-replace strategy, and we have since saved many bumpers and headlights. Another success was adopting the use of Static Solutions static guns, with which we immediately saw improvements in paint application, reduced paint wastage and overall quality.

This year's investment has come in the form of the installation of a brand-new LED lighting system in our main bodyshop and spray booths, with PIR sensors in each work area so that maximum electricity savings can be realised. We are really proud of our new lights – the bodyshop looks amazing – and when IDES UK came in to install the system they were able to demonstrate the savings we would make on our electricity. It will take 10 years for the system to pay for itself, but in the meantime we have slashed our energy consumption, improved quality, and reduced our impact on the environment.

Our most recent “green” initiative has been to opt for in-house training; we have groups trained together on our own site, meaning that we are reducing travel.

Looking ahead, we can see more insurers permitting the use of recycled parts and consumers requesting electric courtesy cars. Waste management is still the biggest environmental challenge facing bodyshops today and while many parts manufacturers use recyclable packaging, there is room for improvement. And up until last year we were able to recycle cardboard free of charge, but we now have to pay for it.



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OPINIONCORNERSTONE

Don't just think 'green'... act!

Cornerstone Technologies director Lee Caswell doesn't pull any punches when discussing what has been achieved and what still needs to be done to make bodyshops more environmentally sustainable.

As far as sustainability and the environment is concerned in the collision repair industry, we believe only minor changes have taken place in the past five years. Of course, some repairers are investing in LED lighting, reducing average paint mixes and utilising lower-energy products to reduce or eliminate baking cycles, and these initiatives have been celebrated in the growing number of "green" awards.

But many bodyshops we've visited don't even have separate bins for aluminium cans and plastics. This simply isn't good enough and although initiatives such as the NBRA Greener Bodyshop Awards are a positive start, they only serve to gain awareness. To make a tangible impact in this area, we need better education.

Let's start by looking at waste, in particular plastic components being discarded because of a lack of knowledge or policy holders believing they are entitled to always have new parts in their repairs. Here at Cornerstone Technologies we have become very aware of our environmental impact – we are a small company with a big heart. In 2019 we scrapped plastic

overclosures on all three products in our filler range, saving approximately 500 plastic lids per pallet.

Last year was indeed the "power of five" for Cornerstone where approximately 50,000 plastic parts were saved from landfill and reused, and we funded the planting of 5,000 trees.

These figures were achieved by working with everyone in our network, but we can say with great confidence that two of the most forward-thinking clients we worked with in this regard were Ageas and Solus-Aviva, who have invested heavily in repair-over-replace programmes. They aren't just talking about doing something about their environmental impact, they have taken action and by working in partnership with Cornerstone they now lead the charge in this area.

Repair over replace

Everyone in collision repair will be aware that 50 per cent of the volume and up to 10 per cent of the weight of a modern car is plastic. It doesn't take a rocket scientist to work out that this is a good place to start thinking about waste management and a repair mindset.



That's exactly where DF Crash Repair owners Keith and Mark Ferebee started their journey with Cornerstone's advanced plastic repair training. The course helped Milton Keynes-based DF Crash's VDAs, MET and panel technicians slash their bodyshop's bumper spend from 120 to 60 per month. DF also runs biomass spray booths to further assist in reducing emissions and costs, as well as using the Nitrotherm system in their booths to reduce paint spend. Instead of thinking "how great we are" for our green outlook, the Ferebees finished one project and then asked "how else can we contribute to a greener more sustainable collision repair sector".

Looking ahead, we see trends towards customer education and skills training to help explain to policy holders the environmental benefits of repair over replace. Producing 32 new bumpers equates to one tonne of CO2 production, according to CarbonLens.

Our forecast is that the government will come down hard on this, assigning a carbon tax to miles travelled from factory to fitting shop. When you consider that some components produced in South America travel 5,000 miles to Europe to be installed by our new generation of fitters (not repairers), a small charge of, say, 5p per mile – or £250 – would certainly help shift the mindset. The alternative, to safely repair what we have in front of us, is surely a better way forward?

Robust stock control

Furthermore on supply chain sustainability, if a supplier performs two or three drops a day for wet and dry goods, who pays the delivery drivers' wages, the fuel costs and warehouse pickers? The consumer, of course. But if you had really robust stock control in place, your historic pattern of data is so predictable your averages almost do your ordering for you. So ask yourself could you save one journey a day by being sharper with stock control? Is that six journeys a week saved? In over 3,000 bodyshops did we just save 18,000 journeys a week?

There are a lot of bodyshops doing a lot to offset their environmental impact, but there is so much more we can all do.

Bodyshops should demand clearer guidelines on what is safe to repair. Most of the industry's methods are geared around renewing. We call them "repair methods" but in fact they are "renew methods" – how to renew a quarter panel, how to renew a sill section. At Cornerstone we deliver repair-over-replace training that sets the standard of true repairs.

But there are numerous products and processes out there to help you change the way you work for the benefit of the environment.

Eco-friendly gun-cleaning solutions have been around for years so why doesn't everybody know about them? Some people distil their thinners to reuse them over and over again, but why aren't we all doing this?

Best practice

Why not start by reducing your purchase frequency of new plastic components such as headlights and bumpers. Use infrared drying or catalyst gas curing to bake just the panels you have painted rather than the whole spray booth. Use low-energy speed clears and primers. Use high quality reusable and washable seat covers and floor mats. Use washable paint overalls instead of disposable. Use "mask once" principles on your smaller jobs cutting masking time and waste by 50 per cent.

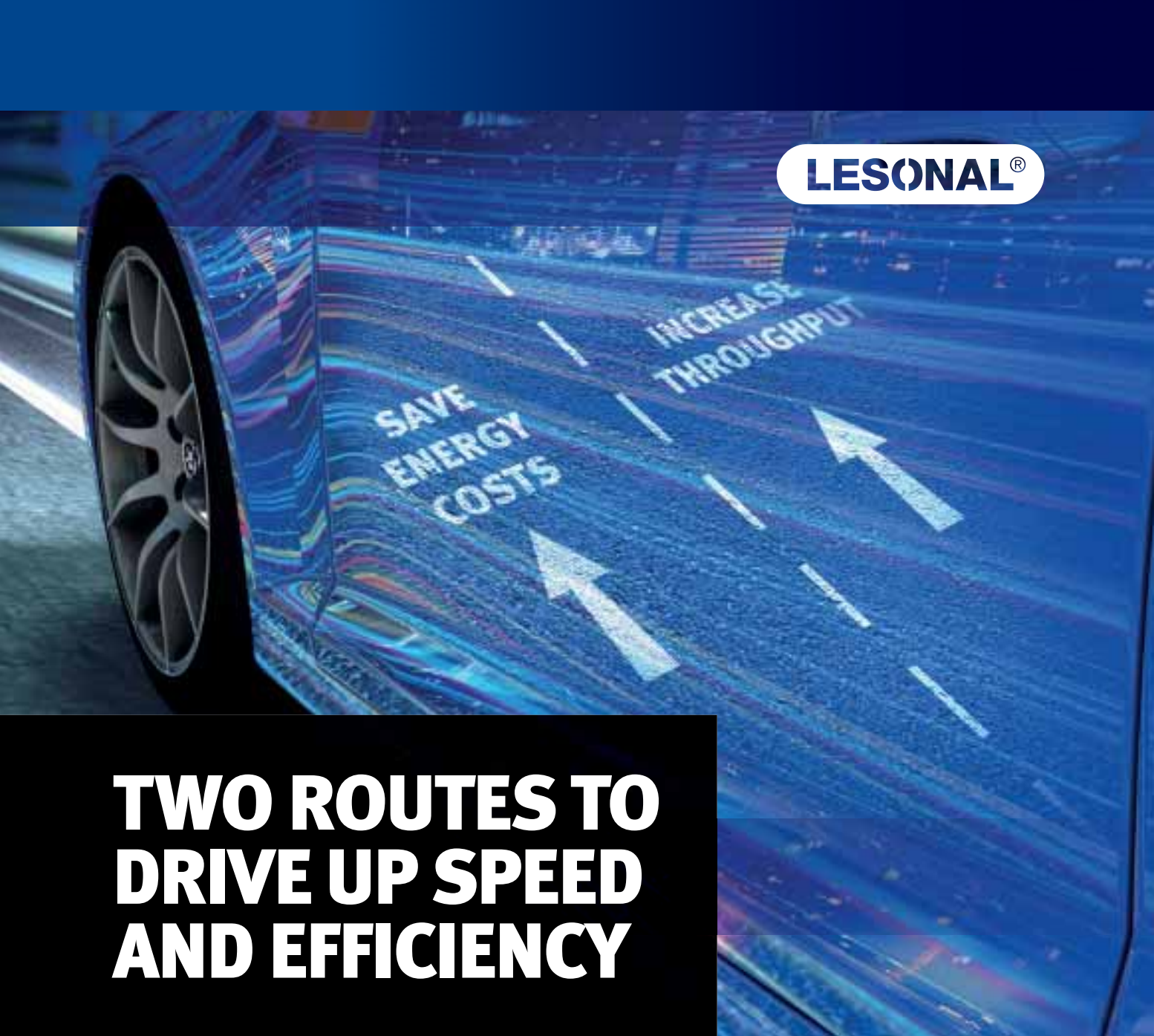
“

Many bodyshops we've visited don't even have separate bins for aluminium cans and plastics. This simply isn't good enough

Pay panel techs a premium for getting the metal shape back in before applying filler so less filler and abrasives are required. Reuse abrasives on-site or offer used abrasives to your local colleges. Send "unrepairable" front wings, bumpers and tailgates to local colleges to provide additional practice hours. Drain and filter coolants, then test and reuse. Avoid wet flatting and avoid washing workshop floors away into the watercourse – instead vacuum and mop floors and dispose of any contaminated water properly.

These are all great ideas and I'm aware that several of you have embraced some of them. One final suggestion is for a "best practice green bodyshop" community forum to be set up with input from a leading industry association such as the NBRA and other key stakeholders. We are all running businesses so perhaps we should get it going with cost-saving environmental initiatives that will command and promote attention. Now over to you ...



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ENVIRONMENTVEICLEMANUFACTURERS

The VM viewpoint

Four of the major vehicle manufacturers outline what they are doing to offset what many consider to be the automotive industry's biggest carbon footprint.

Paul Glover | network manager accident repair programme | Groupe PSA

Groupe PSA is committed to a wide range of environmental and climate change issues and this was recently recognised when PSA was confirmed as one of the global leaders in cutting carbon emissions by Carbon Disclosure Platform (CDP). PSA retained its "Climate Change A-List Status" and was distinguished for its actions to cut emissions, mitigate climate risks and develop the low-carbon economy, based upon its 2019 disclosures to CDP.

In the UK PSA represents 270 approved bodyshops nationally, meeting approved repair status through genuine parts and fully trained technicians. We have a dedicated section in the annual audit to ensure that the bodyshop is correctly identifying, sorting, storing and disposing of all waste produced in the correct manner. Our team of regional bodyshop development managers see first-hand the operations of many of the top performing and well-respected bodyshops across the UK and we are happy to help and advise on best practice.

Finally, we are currently looking at a new peelable spray booth coating that is fully bio-degradable.

Mercedes-Benz Cars

With Ambition2039, Mercedes-Benz Cars (MBC) is striving for a CO₂-neutral new passenger car fleet within 20 years. An important milestone on this path is the CO₂-neutral car production in Europe from 2022,

the agreement of concrete CO₂ reduction measures with suppliers, and co-designing the infrastructure.

All German MBC plants are to be supplied with CO₂-neutral energy by 2022. Factory 56 is the blueprint for this effort, with this new addition to the Sindelfingen plant to use renewable energy and be CO₂ neutral from the start. A photovoltaic system on the roof feeds 5,000 MWh of green electricity generated every year into the plant. Furthermore, MBC is the first major industrial company to source electricity from German wind farms in an agreement which ensures the continued operation of six community-owned wind farms.

An important milestone of Ambition2039 is to also drive forward the implementation of the aim of climate neutrality among suppliers and partners of MBC. The starting point is creating transparency. To this end, the company co-operates with organisations such as CDP to assess the environmental impact of supply chains.

Franco Iannotta | bodyshop development manager | Volkswagen Group

As a brand, Volkswagen Group UK (VWG) is at the forefront of initiatives to reduce its carbon footprint. Simple things, such as no more paper towels and cups in the offices, reusable cutlery, rewarding staff for walking or cycling into work, no more plastic seat covers, and looking at ways to reduce the number of miles we put in by using Skype for meetings. We even encourage our staff to walk over to talk to their colleagues because just one fewer email per person per

day can have a dramatic effect on how much heat our servers generate and the electricity needed to cool them. Of course, we work very closely with our repairer network on standards for their waste management, including making sure they have the right bungs in place so any hazardous chemical leaks don't end up in the drains.

One key message VWG emphasises is that it will assume overall responsibility for its e-mobility of the future: from e-vehicle concepts, through production, sales and operations, and on to recycling. VWG launched its research project LithoRec 10 years ago for the purpose of recycling lithium-ion batteries, and a pilot recycling facility is being established its Salzgitter.

Steve Plunkett | body & paint development manager | Volvo

Volvo Cars has one of the most ambitious climate strategies of any carmaker. It aims to be climate neutral by 2040 and has set out a number of short-term steps to achieve this. These include an ambition to achieve a 40 per cent reduction in the lifecycle carbon footprint of each car between 2018 and 2025, driven by the aim for 50 per cent of new Volvo cars sold globally by 2025 to be pure electric.

Other short-term ambitions include a 25 per cent reduction of CO₂ emissions related to Volvo's global supply chain by 2025, a 25 per cent share of recycled plastics in new Volvo cars by 2025, and a 25 per cent reduction of carbon emissions generated by the company's overall operations, including manufacturing and logistics.

Reuse over replace

Across the UK there are warehouses filled to the brim with reclaimed vehicle parts, ready to be reused. Here we ask experts in vehicle recycling, salvage and insurance for their view on reclaimed parts, the benefits to bodyshops and their customers, and what can be done to increase their usage.

What is the process of making a reclaimed part usable?

Neil Joslin, chief operating officer, e2e Total Loss Vehicle Management:

Components identified for reclaimed parts are tested to ensure that they are working as per specification, prior to removal from the damaged car. The provenance of the part is recorded to indicate the work a component has previously done.

Reclaimed body panels are inspected to ensure that they are rust free and carry no, or very little damage. If there are any dents on the panels, they are imaged and recorded and an appropriate quality category placed on the panel so that the prospective buyer is fully aware.

Jason Cross, director, SYNETIQ: When the vehicle arrives everything is tested that needs testing – engines, electrical components, switches, sat navs, etc. Once the vehicle is dismantled, or parts start to get sold it's too late. All collision parts are graded with A, B or C which determines their physical quality.

Jason Du Toit, business development manager, Charles Trent: We have over 90 years' experience making reclaimed parts usable. Our dismantling process ensures that we test and inspect everything that we can prior to parts being removed. This covers everything from electrical and mechanical components, to body panels. All panel work is inspected to ensure that it's in a condition to provide a hassle-free solution to prospective buyers.

What is the industry's and the public's view on using reclaimed parts?

Joslin: Many repairers and private customers already use reclaimed parts. Some sectors, however, have reacted negatively to reclaimed parts in the insurance claim scenario, seeing them as simply an opportunity for insurers to use sub-standard, second-hand parts to save themselves money on a claim. Interestingly, feedback from those who have had their own experience of utilising reclaimed parts is very positive.

Cross: Ask anyone in the street and they say they have always fitted reclaimed parts from "scrap yards" and remember their dad and grandad doing it. The public's attitude now is changing and when the correct language is used at the point of repair it will get more and more take up.

Du Toit: The retail sector is very receptive to using a green parts solution. In fact, we've had the general public reclaiming parts themselves through our DIY yard service dating all the way back to 1926. With increased public interest about what they can do to "go green", we can only expect this interest to grow. It's a win-win for everyone, saving money and the planet at the same time.





An insurer's view

Nick Rossiter, motor damage strategy manager, Allianz

What is the insurer's stance on using reclaimed parts in vehicle repairs?

As a concept, we are very much behind the use of reclaimed and have been running a pilot to establish the most effective way to incorporate into our standard repair solutions. Many of the vehicle components that are commonly damaged in accidents can be safely replaced with a part that has been previously used. The supply chain has improved dramatically with controls in place to ensure quality and traceability. We now need to further raise customer awareness and buy-in to make reclaimed parts the first point of call.

What are the benefits of using reclaimed parts?

Joslin: The benefits can be grouped into three clear categories:

- **Reducing repair costs:** The use of reclaimed parts can make it economically viable to repair a vehicle rather than render it a total loss. The speed at which the part can be sourced further reduces the potential total loss bolt-on costs of storage and credit hire for insurers and boosts speed of vehicle turnover and productivity in the bodyshop.
- **Improving customer experience:** The option of using reclaimed parts can avoid a policyholder's car being "written off" and see them returned to the position which they previously enjoyed with their vehicle reinstated. Giving the customer a choice to use reclaimed parts empowers them in the decision-making process about the future of their vehicle.
- **Environment:** The energy taken to recycle a part is a fraction of that taken to make a new part. There are immense savings to be made on using raw materials, supporting the drive for sustainability.

Why don't more repairers use reclaimed parts?

Alison Price, alliance manager, CarTakeBack: Insurance can play a factor in this. Insurance repairs in the UK don't generally involve the use of reclaimed parts currently which limits vehicle repairers' options in many instances, despite the fact that some insurance policies do allow for their use.

Joslin: Repairers have raised concerns that they are not being given the appropriate time to prepare reclaimed parts for fitting on the vehicle. There have also been issues raised about the availability and consistency of reclaimed parts quality across the market. Demand for reclaimed parts is growing and insurance repair is a small but increasing part of this demand. We have seen a 6,000 per cent increase in insurance-related parts requests from October 2017 to January 2020 with over 4,500 parts requested per month.

Cross: Many more shops are using green parts, the numbers are growing exponentially by the day. Our industry has been the failing here until recently with many failed pilots and poor reply times with inadequate quality parts that are badly presented and often late.

Du Toit: Insurers play a part in why more repairers do not use reclaimed parts, while some consumers are not even aware it is an option. Having a "good-to-go" solution will reduce key-to-key time and improve efficiency. We stand behind the quality of our warranted parts and challenge bodyshops to give us a go. We want reclaimed parts to be the go-to instead of buying new.



What can the industry do to aid in the uptake of using reclaimed parts?

Price: Introducing suitably accredited "used parts" approval schemes which are accepted by insurers and properly publicised to customers would certainly help with the uptake of using reclaimed parts.

Joslin: Collaborate and educate. Insurers, bodyshops and salvage professionals can take a collective approach to educating the consumer on the benefits of reclaimed parts. Everybody wins including the planet.

Cross: Have confidence in your reclaimed parts supplier that they have the passion, knowledge, and scale to deliver. Keep the dialogue open and iron out any issues as they arise. This green parts revolution is here to stay and is only going to get bigger and better. Use the right language with the policy holder around the clear benefits of using a reclaimed part over a new part.

Du Toit: While demand for green parts is clearly on the rise, more needs to be done to leverage this solution. Introducing an industry recognised standard, not only in respect of part quality, but also the service offered, will help increase confidence in using reclaimed parts. After all, why buy new when recycled will do?

Andy Latham, managing director, Salvage Wire: Greater quality, parts standards, service standards and greater uptake of reclaimed parts in repairs. Around 11 per cent of US insurers parts spend is on reclaimed parts, this figure is less than one per cent in the UK – a quality standard for reclaimed parts would be one way to increase the volume of recycled parts being utilised. There is legislation in France that forces all vehicle repairers to show recycled parts options on all repair quotes – could this be an option for the UK?

Berkshire Parts & Panels



The next chapter

Berkshire Parts & Panels progression and continued expansion in the distribution sector has been graciously recognised by three leading players in the Automotive Industry namely ROBERLO a Global Refinishing Manufacturer, TIDAL a National Distribution Network and SOLO REFINISH SOLUTIONS a UK Automotive Wholesaler.

BPP is very unique in its vast diverse range of products, varied clients and multiple sectors it can operate in. All achieved with the wealth of knowledge and experience of the sales team who are absolutely second to none.

Service is key to the success of BPP along with constant investment in the latest software and data which sets a standard far in advance of the competition. The rule of thumb at BPP has always been "to treat the customer as you would want to be treated yourself and strive to give 100% nothing more nothing less". This has set BPP in

good stead for 22 years since its creation.

BPP has grown and transformed from "just a panel company" to an outlet where our customer base can purchase everything from a drill-bit to a spraybooth. A challenge is always welcomed and a solution is always forthcoming.

Paul Spickett MD of Berkshire Parts & Panels said; "I am immensely proud of what we have achieved and very humble that we have gained the respect of our peers. As the world and industry inevitably changes we will evolve and adapt to the industry needs and lead by example. Our future is very positive and with the continued progression of our company and the key partners we have joined forces with I am very excited to promote and work alongside Roberlo, The Tidal Group and Solo Refinish Solutions and expand our operations further. Lastly and most importantly I would like to thank all of our customers for their loyalty and support."



ROBERLO APPOINTS BERKSHIRE PARTS & PANELS AS THEIR FIRST DISTRIBUTOR TO LAUNCH BLUCROM IN U.K.

Roberlo are very much in line with Berkshire Parts & Panels in their family ownership, values and attention to detail. The scope and range of products are what led BPP to begin negotiations with Roberlo and we were blown away with their technology, their team of R & D specialists and the dedication shown throughout their whole company.

BPP are very excited to be the first distributor in the UK to launch Roberlo's waterbased Blucrom range of paint and ancillary products. Staff members have visited the headquarters in Girona for many months to get hands on experience and knowledge of the complete range of products and now are ready to bring the showcase to market with an unrivalled passion.

The extensive range Roberlo has to offer will give BPP a complete portfolio to cater for the Automotive, Commercial, Aviation and Industrial sectors and already new primers and clearcoats have been developed by Roberlo since our Partnership was agreed so we will be at the forefront of the ever increasing demands of the bodyshops in the UK.

Roberlo have invested heavily in their website and have a very complete and unrivalled setup enabling the end user to navigate

effortlessly and find the information required quickly with access to demonstration videos to many products.

Nacho Rodriguez UK & Europe Sales Manager for Roberlo said, "Roberlo are glad to welcome Berkshire Parts & Panels to our family which has been growing all across the globe for more than 50 years. We, also as a family run company, strongly believe in long term partnerships built with time and effort and based on mutual trust.

Berkshire Parts & Panels have proven to be a reliable supplier for their customers always delivering the highest standards of service and at Roberlo we are sure that with this new partnership we will be able to elevate their strong ethos and values.

Furthermore we cannot be anything else but grateful for the confidence Berkshire Parts & Panels are putting in Roberlo by becoming the first distributor in the UK market to promote Roberlo's waterbase system Blucrom which is already successfully implemented across Spain, France and Italy."

For more information on Roberlo and the services we offer please visit www.roberlo.com



Body panels & lighting - radiators & condensers - OE Nissan - green/recycled parts - tools, ovens & equipment - all brands of tinters - paint mixing schemes - mixed solvent & water based paints - bodyshop consumables - towbars, batteries & chargers - starters & alternators - nuts & bolts - trim clips & racking - bulbs - crimps & fuses - sheet steel & angle iron - valeting range - silicone free - oils & lubricants - welding wire & equipment - beacons & lightbars



THE TIDAL GROUP WELCOMES BERKSHIRE PARTS & PANELS AS THEIR 17TH MEMBER.

Berkshire Parts and Panels Limited are proud to be appointed as the 17th UK distribution partner of TIDAL (The Independent Distributor Alliance Limited) and look forward to becoming part of the fastest growing Independent distribution group in the UK.

TIDAL was launched in June 2017 with the specific aim of uniting likeminded independent refinish distribution specialists under one national banner to deliver innovative and sustainable solutions in a fast-moving everchanging market. The TIDAL Alliance now consists of 17 long established individual businesses with 27 strategically placed locations throughout the UK. This, along with 368 highly trained and motivated industry professionals who are dedicated to offering today's busy bodyshop a total supply solution, makes TIDAL a truly viable supply option at all levels.

TIDAL has a unique approach to manufacturer relationships and in September 2018 partnered with BASF as national distributors for both the R-M brand and Baslac, the BASF free to choose option under the TIDAL Alliances "Cornerstone Partners" programme. The Cornerstone Partner programme is designed to ensure that both TIDAL members and BASF work in partnership, allowing

the customer to enjoy all the benefits of dealing with a national distribution alliance and a Global paint manufacturer.

Paul Blunt, Director TIDAL UK said "We are delighted that Berkshire Parts and Panels Limited have become part of the TIDAL alliance and join 16 other Independent refinish specialists throughout the UK who have embraced the opportunity to work closely together forming a unit that not only competes on every level but delivers a total supply solution with a professional and personal approach. Our industry continues to change at a rapid rate, our job is to not only ensure we remain relevant to current market conditions but to ensure we deliver the latest product technology that guarantees improvements in both efficiency and profitability for the bodyshop customer. Our Cornerstone partnership with BASF continues to strengthen on many levels, the opportunities associated with the dynamic premium brand R-M is adding value to all our TIDAL members whilst the Baslac brand is proving both an exceedingly popular choice and rewarding solution for our free to choose customers"

For more information on TIDAL and the services we offer please visit www.tidaluk.co.uk



SOLO REFINISH SOLUTIONS LATEST RANGE OF PRODUCTS HIT THE MARKETPLACE VIA BERKSHIRE PARTS & PANELS.

Solo Refinish Solutions is a new dynamic venture setup to bring a range of quality products to market. With the Solo stamp of approval utilising formulations created using the finest ingredients and technology available.

The Solo goal is to bring to market through a structured distribution network quality products and BPP will be the first distributor to launch Solo's new fillers, abrasives, primers and clearcoats alongside a bodyshop tailored aerosol range which includes a new Quick-Prime high build & etch primer which is amazingly rapid drying.

As Solo increases the portfolio of products its distributors will be ready to offer them to the marketplace and grow the brand to highlight the recognition it strives to earn as a market leader.

Mark Smith General Manager of Solo Refinish Solutions said, "I am very pleased to announce Berkshire Parts & Panels are now distribution partners with Solo.

Having sourced the highest quality formulas for our Solo Range this reflects our desire to supply the latest product technology through our national coverage across the U.K. using our preferred distributor platform.

Built around our many years of experience we pride ourselves with keeping pace with the ever changing demands of the evolving work procedures with our core focus on quality and an Innovation driven brand.

I am very excited with the way the Solo brand is developing and the future seem very bright for all partners involved along with the Solo end user."

For more information on Solo Refinish Solutions and the services we offer please visit www.solorefinishsolutions.co.uk



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A photograph of Jane Riley, a woman with short grey hair, wearing a blue The North Face jacket and dark trousers. She is standing outdoors with her hands in her pockets, looking slightly to the side. In the background, there is a body of water and hills under a cloudy sky.

THEINTERVIEW

Jane Riley

Bristol-born Jane Riley, 61, Vizion Network's much-respected customer relations manager, tells *bodyshop* about her passion for the industry, as well as her love of *Strictly Come Dancing* and Manchester United (in that order).

Briefly describe your career so far.

My first "proper" job was in 1979 as catering supervisor at the University of Bristol Refectory, after I achieved an HND in Hotel, Catering and Institutional Management. Following a back injury I worked as a hotel receptionist before moving to management of a family-run hotel, where I met my first husband. I then took a 13-year leave of absence to bring up his daughter before getting a position as a customer service advisor in 1994 in the Bristol branch office of Sun Alliance (as it was then). Two years later I got divorced, was made redundant, remarried and found a new job all in the space of one month. I moved to Cornhill (again, as it was then) in December 1996 to work in the Motor Engineers Unit (MEU). I was only planning to be there for six months but ended up staying for 16 years, first working with Phil Brailey in the MEU and then the supply chain. I joined Vizion as customer relations manager in August 2012.

What did you want to be when you were at school?

Like all little girls I wanted to be a ballerina, but I was the wrong size and my feet are the wrong shape. My family wanted me to be a doctor or teacher, but I fell in love with the catering industry, so when I left school I wanted to run hospitality events or a hotel of my own.

What first inspired you to get into the industry?

I fell into the industry by accident really. When I started at Cornhill, the MEU was still being set up and as I had just spent six months at Sun Alliance doing word searches and crosswords (we were waiting to be made redundant), I couldn't face another month of inactivity and I became involved in the system development – and so began my journey with Audatex. As most people who know me will confirm I am the typical woman driver – to the extent that I once had to call the engineers to tell me how to open a fuel cap on a hire car. But I quickly learned that I didn't need to be technical to understand the industry because most of the frustrations seemed to be about payments and processes – and that I could understand and help with. Working with Phil Brailey exposed me to more and more of the supply chain which led me to manage the repair network by the time I left Allianz (as Cornhill had become). It could be said that without Mr B I wouldn't have taken the path that I did so I owe him a lot.

Jane Riley during a Vizion Conference (*below*); picking up the 2019 Women's Automotive Women of Influence award (*right*); and hiking the Clevedon Coastal Path near her Portishead home.



What gets you up in the morning?

Normally the cat. Seriously, my job is so varied and no two days are the same which is one of the aspects that I love, so every day brings a new challenge. I have been on such a momentous journey with Vizion, and as we continue to grow my motivation is to continue to deliver great customer service to our network and insurer partners.

What is the first thing you think about when you get to work?

It depends where I am. If I am working from home it will be to look at my to-do list and prioritise, and hope that I will be able to clear at least 75 per cent of it on the day. If I am in the office or with a customer it will be to prepare for the meetings ahead. I am always wondering when I will have my first cup of tea.

What represents a typical working day for you?

Luckily, I don't have typical days. One aspect of all the jobs I have had over the years is that there is no repetitive routine, which would drive me to distraction and really demotivate me. I really admire anyone who goes to the same place of work every day to do the same job, as I know that this is something that takes a skill that I don't have. My working day might consist of report writing, client meetings, travelling or dealing with claim queries from the claims deck, insurers or repairers, or any combination of the above.

What are the best and worst things about your job?

People are the best thing. I work with a wonderful group of people both within Vizion and throughout the repair network. I get tremendous satisfaction from being able to help resolve issues where all avenues have been explored, and that generally involves the support and assistance of others. It'll come as no surprise that IT is the worst thing. Working from home means I suffer from poor internet speeds causing buffering, Audatex loading slowly, slow Microsoft updates – I could go on but I take comfort in knowing I am not alone with this.

What is your idea of a perfect weekend?

I am lucky to have a three-day weekend, having recently moved to working Tuesday to Friday, so I now have three days when the alarm doesn't go off at stupid



Ask the 'blonde'
questions
because
sometimes they
are valid and
they add value

o'clock. Saturday mornings are spent listening to Radio 5 Live – I love *Fighting Talk* which is on from 11 until 12 – then the "weekly shop" (yes, I still do this). During the winter I could be watching football on the TV; I support Manchester United so at the moment this can be challenging. But when it's on, my essential viewing is *Strictly* – even the football takes a back seat for this. Sundays and Mondays are walking days. I am lucky to live in a wonderful part of the country [in Portishead, Somerset], so in the winter we walk along the local coastal path or, weather permitting, a visit to one of the local National Trust properties that are nearby. In summer we generally head to Cornwall – we are only two hours away from north Cornwall and the walks are stunning.

What are the main challenges facing women in this male-dominated industry?

I have been encouraged to see the rise of women in the industry, not just in the expected front-of-house and administrative roles, but in estimating and bodyshop management. There is still a low take-up of female apprentices but there are some fantastic schemes running now to make the industry appealing to all genders. I am a strong believer that any hire should be based on the best person for the job and I would hate to see quotas, which drive the wrong behaviour and discrimination. My advice for women entering our industry would, honestly, be the same as it is for men: "Believe in yourself. You are as good if not better than the next person. You can do this."

How has the industry changed since you started?

There has been a reduction in accident claim frequency, which in part is due to the financial climate, but with the advances of vehicle technology such as ADAS and vehicle safety systems this trend can only continue. I've also seen a move towards soft skills – concentrating on good customer service, better communication with the customer, hitting KPIs, upgrading site facilities. Bodyshops which embrace this go from strength to strength. It has long been a bugbear of mine that the main concentration was on the vehicle repair, which of course is of vital importance, however this should be a given and the customer seemed to come a poor second to this. How often did we get feedback that a customer didn't know





Jane Riley left boy-racers in her tracks back in the day in a DAF 600 similar to the one pictured above. Her dream motor would be a Mercedes-Benz SLS Electric Gullwing E-Cell 'just to show off'.



▶▶▶

when their car would be ready? This has improved over the past five years, but still has a way to go.

What was your first car, what do you drive today, and what's your "money-no-object" dream motor?

The first car I bought was a DAF 600. In no way a glamorous car but that elastic band was fantastic, especially at traffic lights up against boy racers – they mostly disappeared in the rear-view mirror! Having grown up, I now drive a BMW 1 Series Sport 2-litre. My "money-no-object" car wouldn't be fossil-fuel driven, and I am torn between a Tesla Model S for practicality and a Mercedes-Benz SLS Electric Gullwing E-Cell just to show off.

Who is your role model?

My greatest role model is Christine Maskell from NCR Bodyshops. She is respected throughout the industry and has worked through adversity to build her business and reputation to where it is today. Never afraid to voice her opinion, she is one of the industry leaders who is looking to the future and encouraging young talent to enter the business.

What achievement are you most proud of?

Working on my lack of self-belief and confidence, which has given me the opportunity to work in this fantastic industry.

What would you do differently?

Strange as this seems, nothing. If I had set out on a

planned path, I would never have entered the industry. I am a strong believer that everything happens for a reason and I have worked with people who have seen my potential and helped me to develop.

What skill do you wish you had acquired?

A second language. I am struggling to learn Spanish at the moment, and I think that if I had started years ago it would have been easier.

Where do you see the collision repair industry in five years?

This is a difficult one. I can see accident frequency continuing to decline due to ADAS and vehicle safety systems. The increase of electric vehicles will require specialist equipment, training and skillsets. There is already an increase in customer demand for their vehicles to be repaired through VM approved bodyshops, and the VMs are improving their networks to grow and retain this business. Independent bodyshops will need to invest heavily in training and equipment to compete.

What advice would you give to your younger self starting out in the business?

I would say: "OK, this is new and totally different to anything that you have done before, but you have the ability to do this. Go on as many courses and industry events that you can and speak to people. Ask the 'blonde' questions because sometimes they are valid and add value. Embrace change and believe in yourself."



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JUDGES 7-TO-9



Julie Eley

Automotive compliance specialist |
Freelance

15 years in the automotive sector, including experience in customer service, technical and training, estimating and engineering, operations, compliance and running bodyshops. Previously spent 12 years working with young people, including delivering training, apprenticeships and health and safety.



Steve Plunkett

Body and paint programme development
manager | Volvo

Coming up for 43 years in the industry, including eight years running Volvo's body and paint programme. Previously worked as an apprentice painter/panel beater, in trade parts sales, workshop equipment, refinish technical and paint sales, and as a bodyshop manager.



Ian Pugh

Managing director | Fix Auto UK

After starting out as an apprentice technician with a Ford main dealer 30 years ago, Pugh became an insurance motor engineer. He then held senior positions in repair network management and engineering at Allianz and Audatex, before joining vehicle repair franchise Fix Auto UK in 2011.



bodyshop Live! 2020 will take place 17-18 September at the Hilton Birmingham Metropole.

For sponsorship packages, please contact Suzie Scott (suzie@bodyshopmag.com); for delegate places please contact Gareth Liddiatt (gareth@bodyshopmag.com).

BODYSHOPAWARDS

Don't miss out!

Nominations closing soon for *bodyshop* awards and 30 under 30: rising stars

The deadline is fast approaching for you to submit your candidates for the *bodyshop* Live! 2020 awards and 30 under 30: rising stars initiative, so don't delay.

We have already received hundreds of contestants for both sets of awards – more than ever before – but we still have room for more. So before the 31 March 2020 cut-off date, please submit your favourite candidate or business using our online nomination forms at bodyshopmag.com or the printed form on the reverse of the address label that came with this issue of the magazine.

Among the categories for which you can nominate yourself or put forward a colleague, peer or business, are paint, panel and MET technicians and apprentices, customer and claims service, technology and innovation, VDA, vehicle manufacturer and educator, plus bodyshops of all types and sizes.

And don't forget to send in your nominees for *bodyshop* magazine's 30 under 30: rising stars in partnership with 3M – the awards initiative which recognises and rewards the brightest young achievers in collision repair.

To qualify for 30 under 30: rising stars, candidates must be 30 years old or younger and must work within the collision repair

industry, though they can come from any sector and hold any position – including technicians and assessors, parts and supply chain, HR and recruitment, claims and insurance, administration and management, and more.

Two of the key classifications this year are the ever-popular Powered by Vizion – *bodyshop* Remit Technician and Apprentice Awards, which are each broken down into paint, panel and MET categories.

This year's practical assessments for the technician and apprentice awards will take place at the Remit Group facility in Derby from 26 May to 2 June, and all qualifying candidates must make themselves available to take part during that period. The exact timing of the assessments for the six technician and apprentice categories will be announced in the April issue of *bodyshop* magazine as well as online at bodyshopmag.com.

As we strive to maintain an open and transparent process for the awards, each edition of *bodyshop* magazine until May 2020 will introduce three members of the 15-person judging panel. This month, it's the turn of judges 7-to-9 Julie Eley, Steve Plunkett and Ian Pugh (see box left).

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IBISREVIEW

IBIS Middle East revs up the Gulf

IBIS Middle East 2020 has been hailed a resounding success on every level. A record 190 delegates from the Gulf and around the world descended on Dubai on 11-12 February to hear valuable insight from high-profile speakers and to enjoy upgraded networking opportunities at the premier annual event for the region's automotive collision repair industry.

The eighth running of the Middle East edition of the International Bodyshop Industry Symposium (IBIS), held at Le Méridien Dubai Hotel and Conference Centre, consisted of a series of interactive plenary sessions led by industry experts, punctuated by networking activities which included an informal supper on the first evening and a sit-down lunch on day two.

Desert rain

Even the arrival of some rare desert rain couldn't put a dampener on the occasion and to the delight of lead partners 3M, Axalta and Hella Gutmann Solutions, delegate numbers were up 46 per cent over 2019. Each of the three main sponsors was able to showcase its sector in the accompanying expo alongside partners AG Cars, BASF, Kapci Coatings, Solera Audatex and Volkswagen Audi, plus IBIS global partners Automechanika, CESVIMAP, GiPA and WorldSkills.

The theme for IBIS Middle East 2020 was REV-IT-UP! The event's content and core messages were designed to create an environment and understanding to help

delegates connect, improve performance and increase productivity as they forge ahead in the coming 12 months.

The morning session was opened by IBIS Worldwide moderator Robert Snook before keynote speaker Adnan Al Hamadi unveiled plans by the United Arab Emirates Insurance Authority (IA) to install mandatory telematics devices in all commercial and public vehicles, including taxis. While the devices will remain optional for private cars "for the time being", Al Hamadi said the IA was confident the system would save lives in the UAE "by reducing accidents and traffic violations, and improving driver behaviour".

Subhash Joshi of Frost and Sullivan then discussed trends in the Gulf region's repair market, including a forecast drop of up to 30 per cent in the number of passenger car collisions by 2030 and a rise by up to US\$3,000 (£2,300) per repair for ADAS-equipped vehicles.

Chadi Hayek of Hella Gutmann Middle East talked about embracing recalibration in collision repair and Marcos Malzone from Solera discussed artificial intelligence in estimating, before Yousef Abu Alaish of Arabian Automobiles, Jim Muse of Axalta and Stephen Samples of Audi Volkswagen Middle East represented the "manufacturer perspective" in a panel discussion, during which Muse suggested: "Wherever you travel in the world it becomes clear that all [collision repair markets] are at variant stages of the same journey."

Following lunch Jeff Smith – "The KPI Guy" – debated the art and science of workshop loading and how to boost profits, before IBIS CEO Jason Moseley interviewed WorldSkills Kazan competitor and MET technician Abdulaziz Essa Buabdulla.

The final panel session of the day, focusing on insurance, saw Eman Mojali of Bahrain National Insurance take the stage together with Francesco Peña of CESVIMAP and Dr Mohammad AlSuliman of NAJM in Saudi Arabia.

Safety comes first

"For NAJM and from an insurance company perspective, safety comes first," AlSuliman said. "And insurance is a huge part of road safety. It's part of the bodyshops, garages, parts, because if you have insurance unifying the platform they're all utilising, you will get brilliant results – reducing cost, increasing efficiency and speed, and killing off [insurance] fraud."

To close out the day, moderator Snook, expressed a desire to see real change in place by the time IBIS Middle East 2021 comes around, and then reminded delegates of the organiser's 2020 vision and upcoming events, including IBIS USA (Jacksonville, 1-2 April), IBIS Africa (Johannesburg, 13 May), IBIS Global Summit (Monaco, 8-10 June), IBIS South America (Mexico, 22 July), IBIS Turkey (Istanbul, 21 October) and IBIS China (Shanghai, December).

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IBIS USA 2020 will take place at the stunning Sawgrass Marriott Golf Resort and Spa in Jacksonville, Florida. For more information on this invitation-only VIP event, please contact IBIS business development manager Suzie Scott (suzie@ibisworldwide.com) or visit ibisworldwide.com

IBISUPDATE

IBIS promotes 20:20 vision on return to US

In the blink of an eye a year has passed since the inaugural IBIS USA took place in San Diego, California back in February 2019. It is thanks to the 93 per cent of delegates who rated the event as excellent or good, along with highly encouraging feedback from sponsors, that IBIS will be returning to the US for the second time on 1-2 April 2020.

"Very happy to see this event come to the USA. We need this elevated forum to receive industry updates on forward facing trends". This was the comment from one 2019 delegate from which the IBIS USA steering group took inspiration in developing the theme, agenda and speaker line-up, all of which can be found at ibisworldwide.com.

The overarching focus of the 2020 event boils down to one thing – 20:20 vision. The organisers believe the key to facing up to the multiple challenges in the US automotive collision repair market is exemplary vision both in its practical and idiomatic senses.

Take the vehicle repair process, for example. Repairing vehicles these days is a matter of cause and effect. The knock-on effect of vehicle technologies becoming more advanced and intricate is that repairers need to respond with increasingly sophisticated repair procedures.

Here there's no substitute for the human eye – one of the most precision engineered instruments we have. Indeed,

it's the visual look up methods that repairers adopt when assessing a vehicle that are vital to a successful and safe outcome.

This will be brought to life in a Verifacts-led discussion on bodyshop quality control. They'll be looking at current repair methods and the checks in place to verify and guarantee a quality job. There'll be the bonus of a live interview with a bodyshop technician.

Vehicle manufacturers will be on point to give their 20:20 strategic visions. Four senior representatives from Ford, General Motors, Nissan and Toyota Motor North America Inc will each present on their respective collision repair programmes. They will then interact with delegates in one-to-one sessions pre-bookable via the event's smartphone app.

In keeping with the 20:20 theme, the spotlight will also shine on a visionary approach to the next generation.

Mario Dimovski, CEO Tradiebot, will introduce a fascinating and up-to-the-minute development in augmented reality for the collision repair community. It hinges on virtual training and gaming in spray painting. There will be a demonstration and hands-on experience with the SprayVIS simulator, plus the launch of new educational spray paint gaming software to encourage youngsters into the profession.

BODYSHOPPROFILE

A Shore thing in Cannock

Prestige bodyshop thrives on 'only-perfect-will-do' mindset



Cannock-based Shorade Accident Repair Centre is an independent bodyshop and second-generation family-owned business that has come a long way since it first opened in 1968 in an old coach house behind the local pub.

A double-garage site came next, followed by two small industrial units, before Shorade moved into its current facility, which by any bodyshop standards can be described as "luxurious". Over 40,000 sqft including a 25,000 sqft main bodyshop, a separate aluminium and carbon fibre workshop, and a shiny reception showroom that would be the envy of many a small car dealership. Today, Shorade works almost exclusively with premium brands – think McLaren, Bentley, Porsche,

Roll-Royce and Lamborghini, among others – and its company culture is driven by the "only-perfect-will-do" ethos of owner Steve Shore.

"It's not what we do but the way that we do it that sets us apart," Shore, 50, told *bodyshop*. "We have a culture of doing things right. There's no grey area, nobody here says 'it'll do'. My rule is simple – it's either right or it's wrong. I tell my guys if you're questioning whether a colour is right on a panel, then it's probably not. So do it again and make sure it is right."

Shore has been around vehicles his entire life. "I smashed my first car at 18 months old. My mum had jumped out to get her house keys and left the engine running. I

climbed over the front seat and managed to shift the steering-column gear stick into reverse. It went backwards down the drive, over the road and into the garage of the house opposite. Smashed the car to bits and took the front off the house."

From that early baptism of fire in the trade and through regular childhood visits to dad Cliff's bodyshop, Shore developed a genuine passion for repairing cars which led to his first role sweeping the workshop floor before he trained as a panel beater.

In 1994, he took over the role of bodyshop manager while his father looked after front-of-house and finances. The insurance driven business went from



fixing 25 cars per week at the old unit to repairing 100 a week within two years of moving to the current facility.

“The next stage in our development came in 2004 when my dad stepped back from the business after we lost my mum to cancer,” Shore said. “That was a big learning curve for me because I’d been working under his style of management, with little involvement in the numbers. Suddenly I was running the business.

“I started to look at all the information he had recorded in his red book – the turnover and breakdown of repair costs – and it was only then I realised how little profit we were making per unit. That’s when I decided to make a change.”

By the end of 2005, Shore had terminated all of his insurance contracts and started to build up the business around three brands – Porsche, Mercedes-Benz and Audi [through Volkswagen Group]. “I went out to speak to the dealerships and the work started coming in from a different source, without the intervention of the insurance companies. Of course, there wasn’t as much work, but the difference was we controlled the terms and the standards,” he said.

“We built the business around prestige cars, and in 2006 we completely reconfigured the workshop. In the main shop we’ve now got 32 bays and two nine-metre spray booths, where before we had 45 smaller bays and five spray booths.”

Today, Shorade always has more than 70 cars in for repair at any one time and holds VM approvals from many of the prestige brands (*see box on page 50*). “Maintaining those approvals means massive investment – not only for training, equipment, development, and keeping your standards up to date, but also from a compliance perspective. It seems we’re always having an audit but we don’t worry about it,” Shore said.

“We run our business every day of the year based around the fact we could have an audit at any time. We don’t see an audit as hindrance, it’s an integral part of our processes. For me, this all goes back to the experience that we give our customer. We have an open-door policy for our clients. They are given a guided tour to show them the processes and to meet the team, to instil trust that we know what we’re doing and we care about their car and to become their repairer of choice, developing a lifetime relationship.”

Shore’s plan for the business moving forward is to continue developing to meet the needs of the manufacturers that he chooses to work with. The company took on Tesla a couple of years ago, not because the boss wanted the VM’s approval, but because he saw what



STAFF

37

(including 15 productive, 3 managers, 3 VDAs, 2 parts)

WORK BREAKDOWN

70%

insurance claims
(mostly referred through dealer partners)

15%

personalisation and upgrades
(wraps, PPFs, brake calliper painting)

15%

retail

VM APPROVALS

15

including Rolls-Royce, Bentley, McLaren, Lamborghini, Porsche, Tesla, Mercedes-Benz, BMW, Volvo

“

We run our business every day of the year based around the fact we could have an audit at any time. It's an integral part of our processes

was on the horizon and he wanted his technicians to understand EV technology.

“Tesla were the wizards at the start of [EV development] and I knew all our other manufacturers would be along at some point with their own EV products.

“I wanted to get involved early on so our team would understand it, not only the training perspective but understand the space elements and what's needed in a bodyshop to work on these cars. You need so much more space. If you have to take out a battery cell, which can be as big as a mattress, where do you put it?”

Shore is planning to expand the existing

site to add an EV MET, diagnostic and recalibration department. “With the rapid growth of technology in the cars we work on, we understand and embrace the needs of our manufacturer partners,” he said.

Meanwhile, the boss and his team are focused on growing their business, and they seem to be enjoying their success. “It's still fun and I still can't wait to get to work – it's Monday, let's go again!” said Shore.

“Shorade started in a coach house behind a pub, then moved into a double garage and then a small unit. And we're still not stopping. We keep reinventing and looking for ways improve how we do what we do and enjoy the journey.”



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Putting a shine on 40 years of growth

INDASA celebrates and looks to the future

INDASA Group reached a landmark in its history in December 2019 when it celebrated 40 years since the doors first opened at its manufacturing plant in Aveiro, Portugal. Today, four decades on, INDASA is acknowledged as one of Europe's leading manufacturers of coated abrasive products for automotive refinish markets around the world.

Back in 1979, a group of investors (and friends) shared a vision. Under the creative guidance of the current chairman Benjamin Santos, an ambitious and clear strategic plan was drawn up. Manufacturing abrasive products to the highest performance and quality standards would be a fundamental core value for continued business growth and customer development from that day. The company has clearly grown since those early years – INDASA Group now comprises eight subsidiaries located in Spain, the UK, France, Germany, Poland, Brazil, USA and, most recently, Italy.

Expertise

At its headquarters in Aveiro, INDASA's ongoing programme of expansion and a multi-million-euro investment means the company now boasts what is one of the most up-to-date abrasive production facilities in the world. The group's expertise in coated abrasive technology saw it direct its innovative product development towards the vehicle refinish industry. It was a decision that is paying dividends today.

R&D has always played a pivotal role in the market-specific product range, and with the very latest materials and application techniques the INDASA Rhino brand is at the forefront of satisfying the needs of today's refinish market.

An example of this dedication to product development is the company's Ultravent dust-free solution. The extraction capacity of the Ultravent system virtually eliminates abrasive clogging, prolongs sanding performance and provides a cleaner working environment. INDASA's Rhynogrip HT Line abrasive disc is the perfect partner for Ultravent extraction. The very latest in advanced materials technology delivers an extra dimension for a faster and sustained cutting action for "flawless refinishing, maximised bodyshop efficiency, and a visibly longer lasting disc".

Opportunity

It's not just the Portuguese parent company that had something to celebrate last year. June 1989 saw the INDASA Group take its stake in the UK market to a new level with the acquisition of TEX Abrasives, based in Colchester. For 30 years INDASA UK has been a growing force in the refinish industry and can now boast a nationwide distributor supply chain to fulfil market needs.

Recent developments have seen INDASA UK strike up strategic collaborations with two major global brands – ITW Evercoat and LORD Fusor. Both brands saw the partnership with INDASA as an ideal opportunity to expand their business footprint and market penetration in the UK. Bodyshops can benefit from the ease of access to an extensive basket of advanced technology products with the pedigree of world-leading brands.

The UK automotive crash repair industry has always provided opportunities for INDASA to develop market specific solutions that deliver customer value. The group's commercial and marketing director Andrew



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Tindall, who has 30 years of experience within the industry, identifies with a market that is undergoing radical change as motor manufacturers face technical and environmental challenges in the creation of a new generation of motor vehicles.

"A knock-on effect sees the refinish and crash repair markets exposed to an increasingly technologically conscious dynamic," said Tindall. "Influential factors are evolving on an almost monthly basis and pressures are being applied across all aspects of the business operation."

Efficiency

"As organisations seek to improve their productivity and subsequent profitability, current working practices come under increased scrutiny and pressure. Without question purchasing is a prime source of cost improvement but other key areas can contribute substantial efficiency savings to the business operation."

INDASA has been at the forefront of developing compliant repair processes and procedures, which it has named Process to Profit and includes: a structured and managed programme for bodyshop profitability with innovative refinishing solutions; training and technical

expertise; KPI analysis and reporting; consistency through BS10125:2014 A1+2016 compliancy; and best working practice for commercial advantage.

INDASA is keen to emphasise that it is not just the Rhyno brand abrasive product range that enables the company to stand out from the crowd. The INDASA Academy opened in Aveiro in 2016 and represents the commitment and delivery of technical expertise and instruction. The application of best working practice is a key essential in driving efficiency in the bodyshop. The teams of experienced technicians in Aveiro and at other academy sites, are able to instruct delegates in the very latest repair process and application techniques, and by developing the individual's skill base they aim to maximise the competence of the customer's workforce.

INDASA has invested in the market specific technical resources deemed essential in this business proposition. The field sales/tech team is the most experienced in the market and continues to deliver outstanding service and value to the customer base, be it with academy training or bespoke on-site product induction and instruction.

With 40 years and 30 years under the collective belt, INDASA is well set to meet the challenges of the future.



“

As organisations seek to improve their productivity and subsequent profitability, current working practices come under increased scrutiny and pressure'

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Education is key to proper ADAS repairs

Fleet operators learn importance of vehicle recalibration training



Further education in all sectors of the industry needs to take place in order for ADAS technology to be used and repaired correctly in vehicles.

This was one of the main takeaways from an Autoglass roundtable discussion titled "Small degree, big impact: how can fleet operators maximise the safety benefits of ADAS?" The half-day event was composed of a panel of multiple speakers who left plenty of time after their presentations for attendee participation in open and honest discussion. In the audience was a small group of UK fleet managers and operators.

The first topic discussed was that of risk, led by Belron's head of global technical superiority Chris Davies. After a brief presentation regarding ADAS safety aspects, windscreen camera repair, and the new cost of technology repairs, the floor was opened to the audience. Several attendees questioned the reliability of ADAS, when it needed to be replaced and calibrated, and what affected its efficiency.

Davies highlighted the need of education, saying: "Sensors have a degree of tolerance for changes to a vehicle, for example if there is a low tyre, etc. This is further to why the education of customers is crucial so they know how ADAS is affected when certain strains are on the vehicle."

Graham Hall, Air Products' European logistics manager, brought the topic of educating HGV drivers to the attention of panellists and attendees. Air Product's HGV drivers have forward facing cameras within their

“

I am confident vehicles are being returned to drivers without being repaired properly and that is scary to me'

cabins. The footage is used to help educate drivers about their driving behaviour and how to correctly use the ADAS technology within their vehicles. "Drivers need to understand how to drive with ADAS," said Hall. "We need to train and educate them, and the captured video helps to not only collect the data but also to coach drivers."

"How do you know that a repaired vehicle's ADAS is working correctly?" Jeremy Rochfort, Autoglass, national sales manager asked to the audience during his discussion surrounding ADAS calibration. In July 2019, Autoglass added their services of ADAS calibration to the accident repair sector to help bodyshops. Rochfort argued that, from his experience, the level of awareness of ADAS repair and calibration is low in the bodyshop sector. Autoglass recently conducted a case study where they provided several bodyshops with a damaged vehicle where, after repair, recalibration would need to be done. "Not one of the bodyshops recalibrated after the repair," said Rochfort. "I am confident vehicles are being returned to drivers without being repaired properly and that is scary to me."

To close the day, IMI's head of business development Steve Scofield discussed the importance of IMI ADAS calibration accreditation. Scofield highlighted the importance of industry wide education to close the ADAS knowledge and skills gap. "We need to work in partnership to come up with solutions," he said.

Overall, attendees agreed with the speakers and believe ADAS knowledge needs to be shared and taught across the industry.

HENKEL

Tin replacement solution

Henkel has introduced Teroson EP 5020 TR, a two-component epoxy-based cold rebuilding material designed to replace conventional tin solder in aftermarket repairs of automotive body damages. A fast curing, easy to sand and smooth application, the material also eliminates the heat and open flame process required for tin soldered repairs. Teroson EP 5020 TR is supplied in manual gun cartridges with a special mixing nozzle for ease of application. It can be used on all metal surfaces, as well as for body repairs on all kinds of make, model and types of vehicles.

■ www.henkel.com



IRT

Rapid smart cure

The UV Smartcure is a robust handheld, battery powered UV curing device, developed using the decades of experience IRT has of curing paints of all types with UV and infra-red lamps. The curing device utilises the latest UV LED technology to provide rapid curing. Also, the specially developed UVA-LED are optimised to fully and completely cure 395 nm coatings. The kit includes two high performance 18V lithium-ion rechargeable batteries, one battery charger, one wall mount, and UV safety glasses.

■ www.redashe.co.uk



ATLAS COPCO

Breathing air purifiers

With the needs of automotive paint shop safety in mind, and designed from the outset for quick plug-and-play installation, Atlas Copco's new BAP(+) breathing air purifier units combine the functions of water separation, contaminant filtration and desiccant drying. Breathing air purifiers play an essential role by ensuring workplace air is free of fumes, vapours, gases, solid particles and micro-organisms. Some 30 per cent smaller than other units on the market, BAP(+) purifiers comply with a range of regulations.

■ www.atlascopco.com/en-uk



NATIONAL AUTO PARTS

Performance clutch kit

National Auto Parts has launched its first ever uprated performance clutch kit. Fitting all Subaru Impreza 6-speed with the turbo charged EJ20 engine (2000-2014), the kit has undergone extensive road trials and tests to ensure it meets the company's rigorous requirements. It has been uprated to 500Nm torque capacity and has a facing material that retains more than 0.45µ at 300°+, making it easier to drive in traffic.

■ www.national-auto.co.uk



EXOL LUBRICANTS

SAPS engine oil

Exol Lubricants has become one of the first to market with a highly specialised low-SAPS engine oil. Optima C4 LSR 5W-30 is specifically designed for modern Renault and Nissan diesel vehicles and covers ACEA C3 and C4 specifications. Designed to provide engine cleanliness and fuel economy, the lubricant offers effective emissions control and full compatibility with diesel particulate filters. With anti-wear characteristics and oxidation stability, Optima C4 LSR 5W-30 is suitable for both petrol and diesel engines in both passenger cars and light commercial vehicles.

■ www.exol-lubricants.com



SURE-TRACK

Incident camera

Sure-Track, professionals in vehicle tracking solutions and asset recovery services, has launched an incident camera which can deliver footage over the 3G network minutes after an incident has happened. It can be used as training material to improve fleet performance as well as crucial line of defence against fraudulent or non-fault claims. Key features include 40 hours of driver footage, remote download capability, latest crash technology and more.

■ www.sure-track.co.uk



PROFIX

Fast refinish

Profix has launched two new five-minute bake products in conjunction with Aqua 2G for the refinish market – CP 375 Swift and CP 2015 X-Speed. The CP 375 Swift anti-corrosive primer filler can be applied directly to multiple substrates, including steel and zinc-coated metal. It can be used wet-on-wet or sanded. Refinishers can then apply the CP 2015 X-Speed clearcoat for excellent protection and outstanding appearance. The CP 2015 X-Speed can be used to repaint complete vehicles or smaller objects like a bumper.

■ www.multichem.com



LIQUI MOLY

New low-viscosity oil

LIQUI MOLY has launched a new low-viscosity oil called Special Tec AA 0W-16 that is suitable for selected models from Honda, Lexus, Suzuki and Toyota. The lower the oil viscosity, the less power the engine must use to pump the oil. A low-viscosity oil is one of the many tricks car manufacturers use to reduce emissions. A thicker viscosity 10W-40 used to be the most widely spread viscosity. Today it is 5W-30 and 0W-20. Now 0W-16 has been launched.

■ www.liqui-moly.com





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Please note - there will be no UK IAEA Conference in 2020.

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FORD

Personalised locking nuts

Engineers at Ford have developed unique locking wheel nuts using 3D printing technology to deter wheel thieves. Together with EOS, a supplier of solutions in additive manufacturing, Ford has created locking nuts with contours based on the driver's voice. Engineers record the voice of the driver for a minimum of one second and use software to convert that singular soundwave into a physical, printable pattern. This pattern is then turned into a circle and used as the design for the locking nut's indentation and key.

■ www.ford.co.uk



DUPONT INTERCONNECT SOLUTION

Connected solutions

DuPont Interconnect Solutions has introduced several new products across its DuPont Pyralux and Riston product families, designed to address a diverse set of needs for both the manufacture and performance of advanced electronics devices. DuPont's newest product innovations include Pyralux A, an all-polyimide double-sided copper-clad laminate that is offered in both sheets and rolls, and Riston DI300, a multi-wavelength, dry-film photoresist for pattern plating on multi-layer boards, plus several more.

■ www.dupont.com



STANNERS EQUIPMENT

2020 products catalogue

Equipment supplier and welding and riveting training specialists, Stanners Equipment, has launched a new catalogue showcasing its full range of products and equipment for 2020. The 56-page, full-colour catalogue features many new products, such as a new steel and aluminium dent pulling range. The catalogue gives helpful information about the products and their benefits to technicians, as well as details of Stanners' after sales services and training.

■ stanners-equipment.co.uk



PRO-ALIGN

Tyre tread scanner

Wheel servicing equipment specialist Pro-Align has launched the Hunter Quick Tread Edge, a drive-over tread depth scanning system that is the first of its kind capable of scanning the entire width of a tyre, from edge to edge. To obtain the tyre scan results, users simply drive the vehicle over the equipment's scanning plates and the tyre tread depths are measured across the whole width of the tyres. The scanning plates can be installed as either a surface mount or flush mount system.

■ www.pro-align.co.uk



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NATIONAL AUTO PARTS

Brake pads launched

UK clutch and brake specialist, National Auto Parts has added a further eight brake pads to its portfolio. The latest brake pad introductions, for both front and rear, cover a broad range of popular makes and models, including: Hyundai iX20 (2010>); Kia Soul (2014>); Jeep Grand Cherokee (1999-2005); Dacia Logan, Sandero, Subaru BRZ and Toyota GT 86 (2012>); Forester (2013>); Tribeca (2006>); Mazda CX-5 (2015>); Dodge Nitro (2007-12); Jeep Liberty (2008>); and Wrangler (2007>).

■ www.national-auto.co.uk



HENKEL

Brand new look

Engineering adhesives manufacturer, Henkel, whose brands include LOCTITE, TEROSON and BONDERITE, has introduced new packaging to thwart imitations. In December 2019, 103 people were arrested in China after forged LOCTITE adhesives, valued at £5.5m, were seized. The ramifications are far reaching as there was clear potential for the inferior products to cause severe and costly damage in the field. Henkel has introduced important anti-counterfeiting steps in the shape and design of the new bottles.

■ www.henkel-adhesives.co.uk



CRYPTON

Shine a light

Garage equipment specialist Crypton, a brand of Continental, has launched a new laser-aimed headlamp aligner. DVSA-approved and manufactured to the highest standards, the aligner enables headlamp checks to be carried out with ease. The rail-mounted design allows for smooth movement left and right, while its wide and clearly marked display screen allows technicians to easily read results from a distance. By utilising laser-aim technology, the new aligner provides fast and precise readings every time.

■ www.cryptontechnology.com



SUNMIGHT UK

Dust-free sanding

Sunmigh have announced the launch of its brand new product – Sun Net Abrasives. Sun Net is the ultimate solution for dust-free sanding. Its unique net construction allows full surface dust extraction for a clean and healthy working environment. Sunmigh's special abrasives coating technology on net backing provides excellent cutting performance and less clogging problems. Applications for Sun Net include automotive, aerospace, marine and wood.

■ www.sunmigh.co.uk



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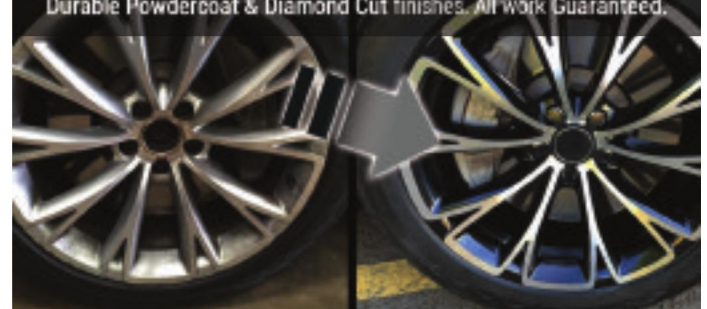
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REPORT WEBINAR

Where are we going?

Sean Carey predicts looming trends for the claims industry and automotive aftermarket.



The relationships between repairers, insurers and OEMs, and the specific roles each play, directly affects the future of the collision repair industry. Sean Carey, president of SCG Management Consultants, hosted a webinar to discuss where the claims and collision repair market are heading, with a specific concentration on how the main industry players are leading the journey.

The presenter analysed the industry in three key categories: insurers, OEMs and repairers. Although there are several common prevailing conditions for OEMs and insurers, one of particular importance is brand retention. The cost of brand defection is an expensive one, Carey explained. According to the speaker, statistics show that no matter how effectively a claim was handled, 41 per cent of drivers will change insurers after an accident. Furthermore, 36 per cent of drivers switch vehicle manufacturers within 12 months of a poorly handled claim or repair. "Brand defection is monumental," said Carey. "This is a huge impact on OEMs and insurers, especially with the average repair costs set to increase."

Business opportunities

In terms of repairers' prevailing conditions, Carey listed several including customer closeness, accountability for the repair process, new technology and training, new business opportunities and industry objectives. He said: "For the past 10 years we have kind of been getting the job done. Safe and proper repair requires us to do things that not all repairers have been doing, and they will be called out." What has changed everything for repairers is the emergence of VMs into the repair process. Carey argued that they are now the expert of everything about the vehicle, including how it should be repaired.

When looking at the future trends of the industry there were many topics Carey listed including ADAS, calibration, OEM insurance, digital claims, training requirements and more. Specifically, Carey argued that bodyshops need to become advocates for customers' vehicles, validate repairs, and prepare for the future with the right people, tools and information in place.

Future inevitabilities

"OEMs now is your time to step up your support to the market," said Carey. "Make certification aspirational, attainable and affordable, seek breakthrough relationships with insurers without compromising safe and proper repairs, and seek feedback on missing procedures. Walk the talk and part sales will follow."

For the future of insurers, Carey expects claims adjustment chaos as carriers begin to exit claims management, with a high rise in insurtech companies. Carey said: "We are trying to squeeze new technology into an old process, instead of creating a new one. Once this is conquered the insurance industry will be fine."

To conclude, Carey focused on three points within the automotive collision industry that he finds are future inevitabilities: OEM procedures (bodyshops embracing OEM repair methods), claims management (insurers giving up the claims management space to AI) and FNOL (will be linked to vehicle brand insurance and or connected car, and will unsettle the market). As a final thought Carey highlighted the importance of networking and partnering for a successful industry: "Don't do it alone. Consider how you will use supply chain partners to support your efforts and see your role as a critical touch point."



49%

Britain's used car buyers who would choose an electric or hybrid model if given the option.



£50m

The grant amount the UK government will provide to support the first all-electric bus town.

"To allow wasteful practices to continue after they have been analysed and proved wasteful is to sap the energy of your organisation at its source"

Walter Chrysler

American automotive industry executive and founder of Chrysler Corporation



7,935,105

UK used car transactions that took place in 2019, falling just 0.1 per cent from 2018.



11.9%

Combined alternative fuel vehicle registrations accounted for in the UK market in January 2020.



71%

New vehicles registered in the UK in 2019 which had connectivity features, according to Catapult.



59,000

The current estimated shortage of HGV drivers in the UK.



134

Number of UK drivers each week who have their driving licence revoked for failing to meet minimum eyesight requirements.



7,400 tonnes

What 200 electric buses could save a town in CO2 emissions each year, equivalent to taking 3,700 diesel cars off the road.



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bodyshop is published monthly by:

Plenham Ltd, Pennyroyal Court, Station Road, Tring, Herts HP23 5QY
t: 01296 642800 | f: 01296 640044 | e: info@bodyshopmag.com
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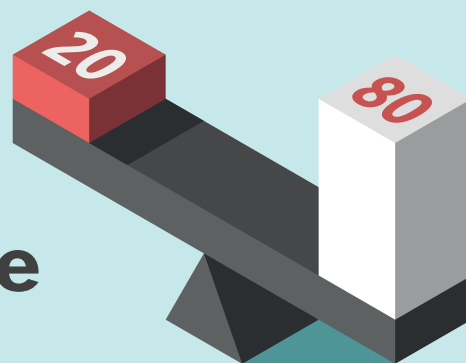
ISSN 1465-9514 | Printed in Great Britain by Pensord Press

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bodyshop is available in the UK at £5 per copy (including p&p) or at an annual subscription of £55 for 12 issues.
International subscriptions: Europe from £90; worldwide from £130.



Time to redress the balance – in parts



I'm certain that those of you who have been around as long as I have – and many of you who haven't – one area that will not have escaped your notice is the massive impact that parts supply, or the lack thereof, has within bodyshops. I'm not talking about prices or discounts, but the ramifications of late deliveries and long delays, or incorrect and damaged parts.

It's not massive, you might say, considering the volumes of business in parts across the industry, but have you heard of the 80/20 rule, or Pareto principle, which states that 80 per cent of the effects come from 20 per cent of the causes?

We know in a perfect world the best way to progress a car through the shop is to ensure all parts are available before we commence the repair. We have great estimating processes these days with VDAs. In the US they even have something called a blueprint teardown where a short amount of time is allowed by the insurer to partly dismantle the car to ensure all damaged parts are recorded, which helps reduce supplementary estimates and those associated costs and delays.

Even if we had all of the above resolutely in place, the challenge to the bodyshop comes when the parts are not available from the supplier or they arrive damaged.

Parts supply issue

The bodyshop then has to set about making a comprehensive adjustment to its scheduling, work planning, transfer of technicians, moving of vehicles, courtesy car costs and much more.

The consequences of this carries into all the performance measures required by most insurers or work supply partners, affecting cycle time, delivery planning, front-of-house calls, and increased administration, to highlight just a few.

One that is often overlooked but has a significant effect on a bodyshop's performance as well as an effect on the technicians and administration staff, is their mindset performance

and attitude. It's a natural feeling of frustration and anxiety when something that is outside of your control causes you increased worry and workloads.

This has been the parts supply issue for a very long time in the bodyshop world. In many other industries when there is a lack of performance in the supply that has consequences for the buyer there are mechanisms in place for penalties to be applied due to business interruption costs associated with the supply breach.

Dysfunctional market conditions

Why has this never been adopted by the bodyshop industry? Surely the time has come for a balance in contractual obligations. The suppliers remain for the most part unaffected financially, the insurer is largely and equally unaffected, but the bodyshop suffers all of the associated costs and impacts.

What does this all mean and why do so many people still view the bodyshop as a "moaning" sector, never satisfied with just having the work directed to them? Simple really – the giants of the industry, the parts suppliers, remain unaffected and the bodyshop is expected to suck it up, get on with it and be grateful.

I've heard it said: "That's what the discounts are for!" But with the erosion of discounts on parts these days, the sums no longer add up. Insurers have the phrase "leakage costs", well so do bodyshops but no one seems to acknowledge the effects of such loss.

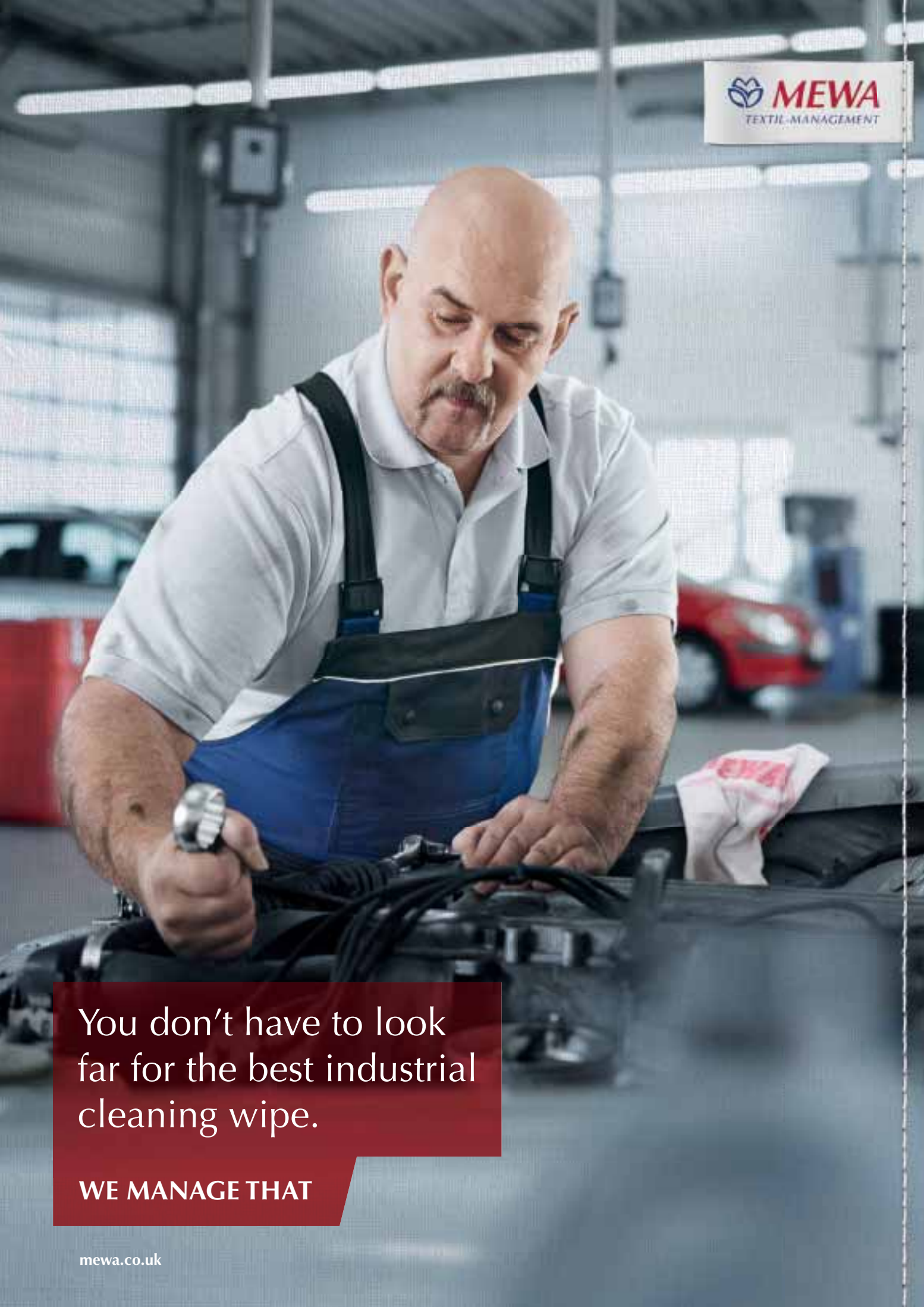
It leaves me with this reflection on yet another aspect of our industry which has been left exploiting dysfunctional market conditions, whereby the industry lacks any cohesive means to hold the giants accountable.

Surely now is the time for the giants to do the responsible thing. We have a very rapidly changing landscape within the collision sector, one in which the best must survive. But we risk this if they cannot return the margins necessary to sustain their investment development.

It is a symbiotic relationship which requires balance for the greater good.



Mike Monaghan is the crash repair industry professional's professional. Each month in this column he brings into focus the most pressing concerns facing the collision repair industry. His lifetime of experience is used today in training and mentoring the automotive aftermarket. To find out how your company could benefit from his Auto-Motivate programmes, please email mike@auto-motivate.com



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