



VBRA Commercial

Information Notice M1

Issue 3 22/08/17

RMI/VBRA Commercial provide the following Core Services to all Members.

Contact your Area Manager for further details

The RMI/VBRA has an ever-expanding collection of business benefits and expert advice on to offer members. Just what you would expect from the UK's only independent motor trade organisation for vehicle body builders and heavy vehicle repairers.

(You can click on a service below to be directed)

- [Helpline and Advice](#)
- [HR Toolkit](#)
- [Legal Advice](#)
- [Conciliation and Arbitration](#)
- [Health and Safety](#)
- [Technical Support](#)
- [Technical Training](#)

Helpline and Advice



Our helpline is a single point of contact for members who need help and advice on any automotive related issue. Our experts have the knowledge to help you resolve your problem. As part of your membership we encourage you to utilise the services available that a designed to save you valuable and money.

We are here to help you; all you need is your membership number.

- Open 8.30am - 5.00pm Monday – Friday

- Membership Services 0845 3054239
 - Bodybuilding 07776 294744
 - CV Repair 07776 294744
- (use the answer phone if unanswered)
- Bodybuilding E-mail vbracommercial@rmif.co.uk
- or
- Gerry Braddock gerry.braddock@RMIF.co.uk

- Friendly and approachable staff are passionate about the service they provide to you our members and are available to help solve your problems.
- HR/Health & Safety/ Conciliation/ Arbitration/ Legal/ MOT – We have experts across all fields of the automotive industry to answer your questions.

For any of the advice/data provide by this document, it should be noted that it is the opinion of VBRA Commercial based on experience and information from others, as interpretation of the law is the sole prerogative of the UK Courts

vbracommercial@rmif.co.uk or 0845 305 4239

Vehicle Builders & Repairers Association

Retail Motor Industry Federation

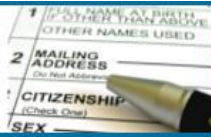
201 Great Portland Street

London W1W 5AB



VBRA Commercial

HR Toolkit



With employment law becoming more complex and changing frequently, it can be difficult keeping up-to-date and ensuring compliance with the legal requirements placed on employers.

RMI HR gives you step-by-step guidance in every aspect of personnel via your PC. You get the facts and forms you need at the click of a mouse and advice on how to use them at the same time. Our HR experts provide one to one advice and can be contacted via Membership Services number.

As a member of the RMI, you can access the online HR documents toolkit by logging into Members area of our websites.

You can click this link to the member log in page, all you need to log in is your member number and post code.

RMI/VBRA Member area

RMI HR covers:

- Recruitment & Selection
- Induction
- Performance Management
- Health & Safety
- Helpline support

Legal Advice



The RMI/VBRA Legal Advice team is there to offer guidance and reassurance on a wide range of essential topics, including employment, commercial, contract and consumer law.

Level One – No Cost

- Provision of the web based HR toolkit.
- Provision of the legal helpline number that can provide assistance on HR and commercial law.
- Assistance with drafting documents in relation to HR and commercial law issues.
- Assistance is given by a dedicated team of solicitors/barristers.

Level Two – Preferential Rates

- Pay as you go basis.
- Discounted fixed rate should a case moves into litigation.
- Charges are agreed directly with the member and legal team before any work is carried out.

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Conciliation and Arbitration



Received a complaint from a customer and not sure how to handle the situation?

The RMI National Conciliation Service (NCS) can help you reach an amicable resolution, so as to avoid a complaint becoming detrimental to your business and help restore good customer relations.

This key service, available through membership, provides reassurance and peace of mind to both member and their customers.

- Promote your membership to your customers.
- Inform your customers about the benefits of dealing with your business as a member of the RMI.
- Advise your customers of the Conciliation and Arbitration service should need arise.
- Solve your dispute amicably and fairly.

Health and Safety



Health and Safety compliance is vital for all businesses and with the complex nature of vehicle body repair and the risks associated with many of the materials used in the repair process, you need the peace of mind that you are dealing with someone who understands your industry.

The RMI/VBRA's Health Safety service aims to ensure all of its members fully informed regarding the many complex legislative demands and it ensures the safety and protection of you, your staff, your customers and your business at a very cost effective rate.

We provide a structured assessment and monitoring system designed to cater specifically for all sectors of the motor vehicle industry. Our experts can carry out assessments and generate an action plan to help you comply with Health & Safety and environmental legislation.

Once we have set up your system, your dedicated Health & Safety manager will carry out regular and on-going visits to update your documentation, keep you up to date with latest legislation and proactively develop the safety culture within your business.

The Information Download Index found on the VBRA Website contains considerable information on the H & S Legislation that Members are required to comply with.

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Technical Support



Delivered by our Bodybuilding Advisors available on 07776 294774 or by email Gerry Braddock gerry.braddock@RMIF.co.uk or vbracommercial@rmif.co.uk provides you with access to technical data, technical bulletins and the opportunity to discuss technical problems and solutions with our specialist advisors.

- Benefit from talking directly with a technical specialist who has significant experience.
- Detailed technical bulletins online, offering solutions to common technical and regulation problems.
- Benefit from the considerable library of technical data which is up-dated and added to on a regular basis.

Technical Training



The requirement for technical training in Commercial Vehicle Bodybuilding and Repair, is taking a greater importance as the technologies of both the base vehicles and the bodywork advances.

Acting on Members behalf, VBRA Commercial are seeking to establish the availability of technical training from both the base vehicle manufacturers (OEMs) and the many technical suppliers to the industry and details of these are now available on the VBRA website under the heading "Training".

Not only is it important to follow this invaluable OEM training, but there is also the requirement for other matters principally in Health and Safety i.e. abrasive wheels, welding, LOLER inspection of tail lifts etc, and these again can be found under "Training" section on the website.

Any member wishing to access any of these should contact Gerry Braddock on gerry.braddock@RMIF.co.uk

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