

**RWANDA
STANDARD**

**DRS
402**

first edition

2018-mm-dd

**Garages — Construction and management
requirements**



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In order to match with technological development and to keep continuous progress in industries, standards are subject to periodic review. Users shall ascertain that they are in possession of the latest edition

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Foreword

Rwanda Standards are prepared by Technical Committees and approved by Rwanda Standards Board (RSB) Board of Directors in accordance with the procedures of RSB, in compliance with Annex 3 of the WTO/TBT agreement on the preparation, adoption and application of standards.

The main task of technical committees is to prepare national standards. Final Draft Rwanda Standards adopted by Technical committees are ratified by members of RSB Board of Directors for publication and gazettment as Rwanda Standards.

DRS 402 was prepared by Technical Committee RSB/TC 023, *TC Road Vehicles*

The following organizations were represented on the Technical Committee on Road Vehicles (RSB/TC 023) in the preparation of this standard.

IPRC Kigali

ATECAR

SULFO

GARAGE WEIKL

SAR Motor

Rwanda Garage Association

BESTWAY Auto

AKAGERA Motor

TIP TAC Auto

MOTA ENGIL

PRIME AUTO CARE Garage

IPRC NGOMA

PURE PRO

Car Truck Center

METROPOLE Motor

M.E.C.I Ltd

UR/CST

TUMECO Garage

Victoria Motor

RDB

M5K Garage

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Introduction

Automobile repair is a career composed of a lot of skilled workers, such as auto-engineer, technicians, washers, spray-painters, administration and finance staff who work in an environment that have been identified among sources of environmental pollution because of the unregulated practices of workers, inappropriate site construction and location.

Employee safety is also a challenge due to chemicals exposure that causes a wide range of biological effects depending upon the level and duration of exposure and a high fire rating due to presence of Flammable liquids into the auto-repair workshop.

Services offered are questioned as in some case cars are fitted with substandard spare parts, garages use unqualified technicians, absence of proper garages equipment and lack of control have been identified as obstacles to good service provision

This standards aims to ensure that garage service providers deliver acceptable, safe, efficient and quality service that meet customer satisfaction and assist garages owners/managers to implement effective preventive measures for workplace since from building up to utilization

Garages — Construction and management requirements

1 Scope

This draft Rwanda standard provides the requirements for construction and management of motor vehicle repair garage

It excludes garage waste management which is covered in RS 368

It is applicable to commercial repair garage. It is not applicable to residential garages (attached and detached garages) fuelling stations or services stations and washing stations that performs car servicing works

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

RS 116, *Electrical wiring for premises- part 1: low voltage installations*

RS 386, *Garage waste management- handling and disposal*

RS 236, *Acoustics-noise pollution-tolerance limit*

RS ISO 7010, *Graphical symbol-Safety colours and safety signs- safety signs used in workplace and public area*

RS 186-4, *Fire safety for building — Code of practice— Part 4: Selection, installation and maintenance of automatic fire detection and alarm systems*

RS 186-5, *Fire safety for building — Code of practice — Part 5: Exit requirement and personal hazards*

ISO 45001, *Occupational health and safety*

RS 11602-1, *Fire protection—portable and wheel fire extinguisher— part 1: selection and installation*

RS 11602-2, *Fire protection—portable and wheel fire extinguisher—part 2; inspection and maintenance*

RS ISO 13688, *protective clothing—general requirement*

3 Terms and definitions

For the purposes of this standard, the following terms and definitions apply

3.1

garages

any premises or part thereof, which is used for parking, storing, servicing or repairing of motor vehicle and any other related activities.

3.3

automobile workshop

a part of the garage in which servicing and repairing works are performed

3.4

service station/fuelling station

establishment selling petrol, oil and having facilities to carry out maintenance with other small services such as inflating tyre and servicing

3.5

pit

large hole in the ground the automobile workshop in which the underside of a vehicle can be examined and serviced

3.6

repair

reinstatement of specified areas of damage on a vehicle to their pre-damaged condition

3.7

servicing

process of restoring and maintaining cars to its original state of perfection and performance

3.8

competent authority

organization that has the legally delegated or invested authority, capacity, or power to perform a designated function

4 Grading

Garages shall be graded as specified in annex D

Note garage are allowed to indicate any brand that it has the licenses to service and repair regardless of its grade

5 Construction requirements

5.1 Location and construction

5.1.1 Any plot planned for construction of a garage shall comply with the requirements of the master plan of that particular area

5.1.2 Buildings shall be approved by the competent authority against this standard and any other related regulatory requirements

5.1.3 The garage floor shall possess at least 30Mpa

5.1.4 Every repair garage shall be enclosed and every service shall be conducted inside, cars are not allowed to be repaired outside the workshop

5.1.5 Pit shall be illuminated and constructed in a manner that it ensures cleanliness and safe use by technicians. On the Upper terminals of pit there shall be a metallic feature fixed on it, to warn cars to fall into the pit, it shall at least 5 cm upon the pit upper terminal.

5.1.8 Dumpsters shall be located on a flat concrete surface

5.2 Layout

On the layout of garage there shall be:

- a) an administrative block composed of reception and offices of garage staff with waiting facility
- b) automobile repair workshop in which activities such as servicing and repairing shall be conducted and each activities workplace shall be designated separately with a minimum clearance of 3m
- c) Separate building in which body work activities shall be done outside the repair workshop. if performed under a same building with repair workshop there shall be a wall to separate those 2 areas as shown in annex E
- d) assembling point
- e) training room where training activities is a necessity
- f) storeroom of spare parts

- g) wash room and changing room facilities
- h) waste storage chamber with separate waste area according to their classification mentioned in RS 368
- i) waste water treatment plant to collect and recycle water used during washing cars
- j) drainage system of waste water separated with storm water
- k) parking area

5.3 Ventilation and Lighting

5.3.1 Ventilation

5.3.1.1 Garages shall be continuously ventilated during working time

5.3.1.2 Natural outdoor ventilation shall be provided for spaces where all normally occupied areas of the space are within a specific distance from an operable wall or roof opening through which outdoor air can flow and shall be sufficient to keep the carbon monoxide below the maximum safe limit level. Refer to table 1

Table 1 — safe level of CO based on exposure period

PPM values rounded	Periods of time-weighted average exposures
100 mg/m ³ (87 PPM)	15 min
60 mg/m ³ (52 PPM)	30 min
30 mg/m ³ (26 PPM)	1 h
10 mg/m ³ (9 PPM)	8 h

5.3.1.3 The means to open required operable openings for natural ventilation shall be easily accessible to every employee into the garage

5.3.1.4 Mechanical outdoor ventilation shall be provided for all spaces normally occupied that do not meet conditions for natural ventilation mentioned in 5.3.2

5.3.1.5 The mechanical ventilation system serving an automobile workshop shall be separate from any other mechanical ventilation system

5.3.1.6 Exhaust fans shall be located as near as possible of the source of contamination

5.3.1.7 Measures shall be taken to prevent blockage of ventilation apertures

5.3.2 Lighting

5.3.2.1 Day lighting shall be used at the optimum level and the buildings shall be designed and constructed to promote natural lighting

5.3.2.2 Openings shall be situated in an external wall, or in the roof of the building, where such opening is glazed it shall be glazed with transparent or approved translucent glazing material

5.3.2.3 All windows intended for the purpose of lighting or ventilation shall open directly to external air, shall be glazed or provided with wooden shutters or other approved shutters, and shall have a total area of not less than 10% of the floor area of the room

5.3.2.4 The backup lighting shall be provided if openings can't permit natural light to illuminate all parts; it shall be installed in accordance with the provision of RS 116 and maintained to be in good conditions

5.3.2.5 Considering that the needs of lighting may become greater at night if the garage has open windows that allow for partial natural light during day. When planning the placement of your lighting fixtures, it is imperative that you consider the night time lighting situation

5.3.2.6 Lighting shall be with no glare

5.4 Fire protection

5.4.1 Selection, installation, of fire extinguisher shall comply with the provision of RS ISO 11602-1

Note refer to annex A on criteria to select the appropriate fire extuingsher

5.4.2 Inspection and maintenance of fire extuingsher shall be done in accordance with RS ISO 11602-2

5.4.3 Where an exit door swings into a parking area or area which may be blocked by obstacles. A sign shall be posted on the door exterior stating **"FIRE EXIT. DO NOT BLOCK"**

5.4.4 Exit doors shall comply with the provisions of RS 186-5

Note sliding, Horizontal and roll-up doors do not qualify as required exit door

5.4.5 Appropriate fire safety signs should be clearly available and shall comply with the provision of RS ISO 7010

5.4.6 An alarm system easily accessible at a proper location should be a part of garage fire safety system and shall comply with the provision of RS 186-4

5.4.7 Portable appliances and equipment such as welders, torches or heaters that can be a source of sparks or flame shall not be used under a same area with Flammable

6 Management requirement

6.1 Competencies of employees

6.1.1 The competent authority shall determine the necessary competence on each position

6.1.2 Recruitment criteria shall consider only persons that are competent on the basis of appropriate education, training, or experience

Note 1 Certificates are used as means to check if the personnel meet the criteria

Note 2 Certificates have to be given by a competent organization institution or company

6.1.3 The management team may take actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken

Examples Applicable actions are training short courses, seminars, etc...

6.1.4 Apprentices or interns shall at all times be supervised while working

6.2 Quality of Services and Warrantee

6.2.1 A job card shall be established and given to the vehicle owner prior to commence the repairing activities. The job card may refer to the aspect stated into annex B

6.2.2 Garages shall provide and staff shall use, appropriate tools and equipment and facilities to complete all work to a satisfactory standard.

6.2.3 Service shall be delivered without delay unless there is an agreement on a possible delay between the owner and the garages staff, in case there is an unplanned delay the vehicle owner shall be informed and an agreement about new completion date and cost if necessary has to be established

6.2.4 Warranty shall be evaluated and recorded at the time service provider and beneficiary are establishing the job card

Note Beneficiary has the right to be given warranties on all new or reconditioned parts and the labour needed to install them.

6.2.5 Customers are allowed to make complaints if it is clear that the service provider has not fulfilled the terms and conditions of the contract, a complaint form is shown in Annex C

6.2.6 Management team shall take effective, immediate action in order to ensure that clients receive an effective settlement of their complaint(s) within 72 hours. The customer shall be communicated on the way forward

6.3 Audit

6.3.2 Before to commence audit, relevant management shall establish and define the audit criteria, scope and plan for each audit

Note The management team is advised to outsource external auditors if it is clear that the internal auditors are not qualified for the task to be audited

6.3.3 Effort should be made to avoid dependency of internal auditors to the operating managers of the function to be audited during internal audits

6.3.4 The results obtained during auditing shall be reported to relevant management staff

6.3.5 After auditing appropriate correction and corrective actions shall be undertaken without delay

6.4 Documentation and Record keeping

6.4.1 The repair garage management authority shall ensure that its organizational structure is clearly documented in the form of an organigram

6.4.2 The following documents shall be recorded:

a) Established job card between services provider and beneficiaries including warranty

Note A list of the task that has to be performed prior the work to commence is included as it serves as a basis on which the final overall cost is established

b) a cash book or financial accounting program that records cash receipts and cash payments

c) employment records which include hours of work, overtime, remuneration or other benefits, leave, superannuation benefits, termination of employment, type of employment, personal details of workers, employee personal contact and employment details

d) payments record

e) result of auditing both internal and external attached with its corrective action

f) certificate of employees

6.4.3 All records shall be protected from loss, damage or misuse

6.4.4 Record shall be kept at minimum of 3 years

7 Storage

7.1 all spare parts shall be handled and stored in accordance with labelling/marketing information provided by the manufacturer.

7.2 flammable and combustible materials shall be stored in a separate place, away from heat and ignition sources and Use only approved safety containers for flammable and combustible liquids

7.3 compressed gas cylinders shall be in an upright position, in cages designed for this purpose or secured with chain or bracket

7.4 spare parts shall not be mixed up in the store, instead they should arranged as per their types to be easily identifiable

7.5 shelves shall not be overloaded

7.6 wedges should be placed beside stock that could roll

8 Safety of personnel

8.1 safety instructions shall be made available to every employee

8.2 First Aid kits shall be full, kept and accessible

8.3 lifting equipments shall be maintained, inspected and calibrated

8.4 emergency information including emergency phone numbers shall be available

8.5 employee in workshop shall always wear personal protective equipment that comply with the provision of RS ISO 13688

8.6 noisy pollution inside the garages shall comply with the provision of RS 236

8.7 long hair that can easily be caught in moving machinery and should be secured by being tied back

8.8 dangling jewellery (neck chains and earrings etc.) that are dangerous shall be removed before work commences

8.9 vehicles inside garages shall be driven by staff holding driving license

8.10 all staff should be trained on safety principles and measures. Risk assessment may be undertaken to prevent or control the exposure of employees to substances hazardous to health

8.11 clearance around the vehicle when on a hoist or inspection pit to allow the roadworthy in a safe and correct manner shall be minimum of 0.6 m clearance around the vehicle

8.12 food and drink shall be avoided into workshop











8.13 each repair garage shall have enough quantity of water

8.14 permanent staff shall be insured

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Annex A
(informative)

fire extinguisher selection criteria

Class of Fire	Type of Fire	Type of Extinguisher	Extinguisher Identification	Symbol
A	Ordinary combustibles: wood, paper, rubber, fabrics, and many plastics	Water, Dry Powder, Halon		
B	Flammable Liquids and Gases: gasoline, oils, paint, lacquer, and tar	Carbon Dioxide, Dry Powder, Halon		
C	Fires involving Live Electrical Equipment	Carbon Dioxide, Dry Powder, Halon		
D	Combustible Metals or Combustible Metal Alloys	Special Agents		No Picture Symbol 
K	Fires in Cooking Appliances that involve Combustible Cooking Media: Vegetable or Animal Oils and Fats			

Annex B (informative)

auto repair job card description

Typical contract include but not limited to;

- a) company address;
- b) authorization;
- c) confidentiality;
- d) indemnification
- e) vehicle identification
- f) vehicle previous servicing details
- g) vehicle inspection and problem diagnosed
- h) job done
- i) additional services;
- j) supervisor in-charge;
- k) payment for the service rendered
- l) labour Warranty; and
- m) customer Approval

**Annex C
(informative)**

customer complaint form

Name and address of Vehicle owner	
Name and address of the Garage	
Responsible staff	
Date of repair /service	
<p>Did you contact the repair dealer to try and resolve your complaint? If you have not done so, please attempt to resolve your complaint with the repair dealer before you file this complaint If yes give the details of what happened includes the names of persons contacted and dates</p> <p>..... </p>	
Is the vehicle still under the manufacturer's warranty	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>Details of complaint</p> <p>..... </p>	
<p>Customer expectations</p> <p>..... </p>	
<p>Note the copy of the contract have to be attached to this form to simplify the task of the selected staff to handles this complaints</p>	
<p>I hereby certify that all statements in this complaint are true and correct to the best of my knowledge</p>	
signature	submission date

Annex D
(normative)
garage grading

garages shall be graded according to the following table

GRADE	CATEGORY AND SERVICES	TOOLS/EQUIPMENT	PERSONNEL	NUMBER OF EMPLOYEE
Grade A	<p>(only vehicles under the license from the brand manufacturer)</p> <p>All services</p>	As per recommended by the brand manufacturing factory/industry	<p>Administration department: Human Resources: Bachelors Degree in (MBA)</p> <p>Sales and Marketing: Bachelors Degree in (MBA)</p> <p>Financial Department: Bachelors Degree in (MBA)</p> <p>Technical department: Technical Director: Bachelors Degree in Automobile</p> <p>Supervisor/Foreman: Bachelors Degree or Advanced Diploma</p>	As per recommended by the brand manufacturing factory/industry

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			Technician: Bachelors Degree, Advanced Diploma Young Mechanics Diploma	
Grade B	Passenger vehicle , light vehicle, heavy duty vehicle and heavy equipment Maintenance and Repair Body works Auto electricity and electronics Tire services Spare parts supply services Recovery Car wash Training personnel	General Equipment: PPEs Tool Kits Car Lift Pits Hydraulic Press Pneumatic Jacks Hydraulic Jacks Spring compressor Bench Vise Bench Work Engine Stand Engine Crane Electric Generator Arc welding Machine Oxyacetylene welding machine Axle stand Drilling machines Grinder machines	Administration department: Human Resources: Bachelors Degree in (MBA) Sales and Marketing: Bachelors Degree in (MBA) Financial Department: Bachelors Degree in (MBA) Technical department: Technical Director: Bachelors Degree in Automobile Supervisor/Foreman: Bachelors Degree or Advanced Diploma Technician: Bachelors Degree, Advanced	≥50 Permanent Professionals

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		<p>Engine work & Electrical</p> <ul style="list-style-type: none"> Oil drain tray Oil filter Wrench Exhaust gas analyzer Compression pressure tester Injector tester Torque wrench Electronic diagnostic tools Digital multimeters Battery charger Grease gun Jump starting cable Battery tester Compare Head light tester Timing/Stroboscopic light Jump start booster Injection pump tester Cylinder leak tester <p>Body works Equipment:</p> <ul style="list-style-type: none"> Painting room Air Compressor Paint mixer Panel beating Hydraulic jack Welding machine Oxy-acetylene welder Angle Grinder 	<p>Diploma</p> <p>Young Mechanics</p> <p>Diploma or certificates</p>	
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		Drilling machine Special vehicle wash bay Polishing machine Spray gun Control System and others: Tire changer machine Wheel Balancing machine Wheel alignment machine Spring compressor Axle housing stand A/C service station Pneumatic wrench		
Grade C	heavy duty vehicle and heavy equipment Maintenance and Repair Body works Auto electricity and electronics Tire services Spare parts supply services Recovery Car wash Training personnel	General Equipment: PPEs Tool Kits Pits Hydraulic Press Pneumatic Jacks Hydraulic Jacks Bench Vise Bench Work Engine Crane Electric Generator Arc welding Machine Oxyacetylene welding machine Axle stand	Administration department: Human Resources: Bachelors Degree in (MBA) Sales and Marketing: Bachelors Degree in (MBA) Financial Department: Bachelors Degree in (MBA) Technical department: Technical Director: Bachelors Degree in Automobile	Minimum 25 Permanent Professionals

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		<p>Drilling machines Grinder machines</p> <p>Engine work & Electrical Oil drain tray Oil filter Wrench Exhaust gas analyzer Compression pressure tester Injector tester Torque wrench Electronic diagnostic tools Digital milt-meters Battery charger Grease gun Jump starting cable Battery tester Head light tester Timing/Stroboscopic light Jump start booster Injection pump tester Cylinder leak tester</p> <p>Body works Equipment: Painting room Air Compressor Paint mixer Panel beating Hydraulic jack</p>	<p>Supervisor/Foreman: Bachelors Degree or Advanced Diploma</p> <p>Technician: Bachelors Degree, Advanced Diploma</p> <p>Young Mechanics Diploma or certificates</p>	
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Copy for Public Comments

		<p>Welding machine Oxy-acetylene welder Angle Grinder Drilling machine Special vehicle wash bay Polishing machine Spray gun</p> <p>Control System and others:</p> <p>Tire changer machine Wheel Balancing machine Wheel alignment machine Spring compressor Axle housing stand A/C service station Pneumatic wrench</p>		
Grade D	<p>Heavy , light and passenger vehicle</p> <p>Maintenance and Repair Body works Auto electricity and electronics Tire services Car wash Training personnel facilities Spare parts supply services</p>	<p>General Equipment:</p> <p>PPEs Tool Kits Pits Hydraulic Jacks Spring compressor Bench Vise Bench Work Engine Stand Engine Crane Arc welding Machine Oxyacetylene welding machine</p>	<p>Administration department:</p> <p>Human Resources: Bachelors Degree in (MBA)</p> <p>Sales and Marketing:</p> <p>Bachelors Degree in (MBA) or Advanced Diploma</p> <p>Financial Department:</p> <p>Bachelors Degree in (MBA) or Advanced Diploma</p>	<p>Minimum 25 Permanent Professionals</p>

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		<p>Axle stand Drilling machines Grinder machines</p> <p>Engine work & Electrical Oil drain Oil filter Wrench Compression pressure tester Torque wrench Electronic diagnostic tools Digital multimeters Battery charger Grease gun Engine crane Jump starting cable Battery tester Engine stand Compass Timing/Stroboscopic light</p> <p>Body works Equipment: Painting hall Air Compressor Paint mixer Panel beating Hydraulic jack Welding machine Welder</p>	<p>Technical department: Technical Director: Bachelors Degree or Advance Diploma in Automobile</p> <p>Supervisor/Foreman: Advanced Diploma or Certificate in Automobile</p> <p>Technician: Advanced Diploma, Diploma or Certificate in Automobile</p> <p>Young Mechanics Certificate in Automobile</p>	
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Copy for public comments

		<p>Grinder Drilling machine Polishing machine Spray gun</p> <p>Control System and others: Brake tester Spring compressor Axle stand A/C service station</p>		
Grade E	<p>Light and passenger vehicles</p> <p>Maintenance and Repair Auto electricity and electronics</p>	<p>General Equipment: PPEs Tool Kits Service Pit Jacks Bench Vise Bench Work Engine Stand Crane Axle stand Drilling machines Grinder machines</p> <p>Engine work & Electrical Oil drain Oil filter Wrench Torque wrench Milt-meters Jump starting cable</p>	<p>Administration department: Human Resources: Diploma (BA)</p> <p>Financial Department: Diploma</p> <p>Technical department: Supervisor/Foreman: Diploma</p> <p>Technician: Certificate in Automobile</p> <p>Young Mechanics Certificate in Automobile</p>	minimum of 10 Employees

Copy for public comments

		<p>Engine stand Compare Head light tester Timing/Stroboscopic light</p> <p>Control System and others: Brake tester Spring compressor Axle stand</p>		
Grade F	<p>Motorcycle</p> <p>Maintenance and Repair Body works Auto electricity and electronics Motorcycle wash</p>	<p>Hand tools</p> <p>Socket Wrench Set with Handles and Extensions Wrenches Screwdrivers Hammers Needle nose Pliers Torque Wrench Tire Pressure Gauge Gloves Zip-ties Thread locker Spare Fuses Penetrating oil Chain Lube Assorted Nylon and Wire Brushes Utility Knife Front/Rear Stands Rolling Stool</p>	<p>Administration department: Human Resources: Diploma (BA)</p> <p>Financial Department: Diploma</p> <p>Technical department: Supervisor/Foreman: Diploma</p> <p>Technician: Certificate in Automobile</p> <p>Young Mechanics Certificate in Automobile</p>	minimum of 10 Employees

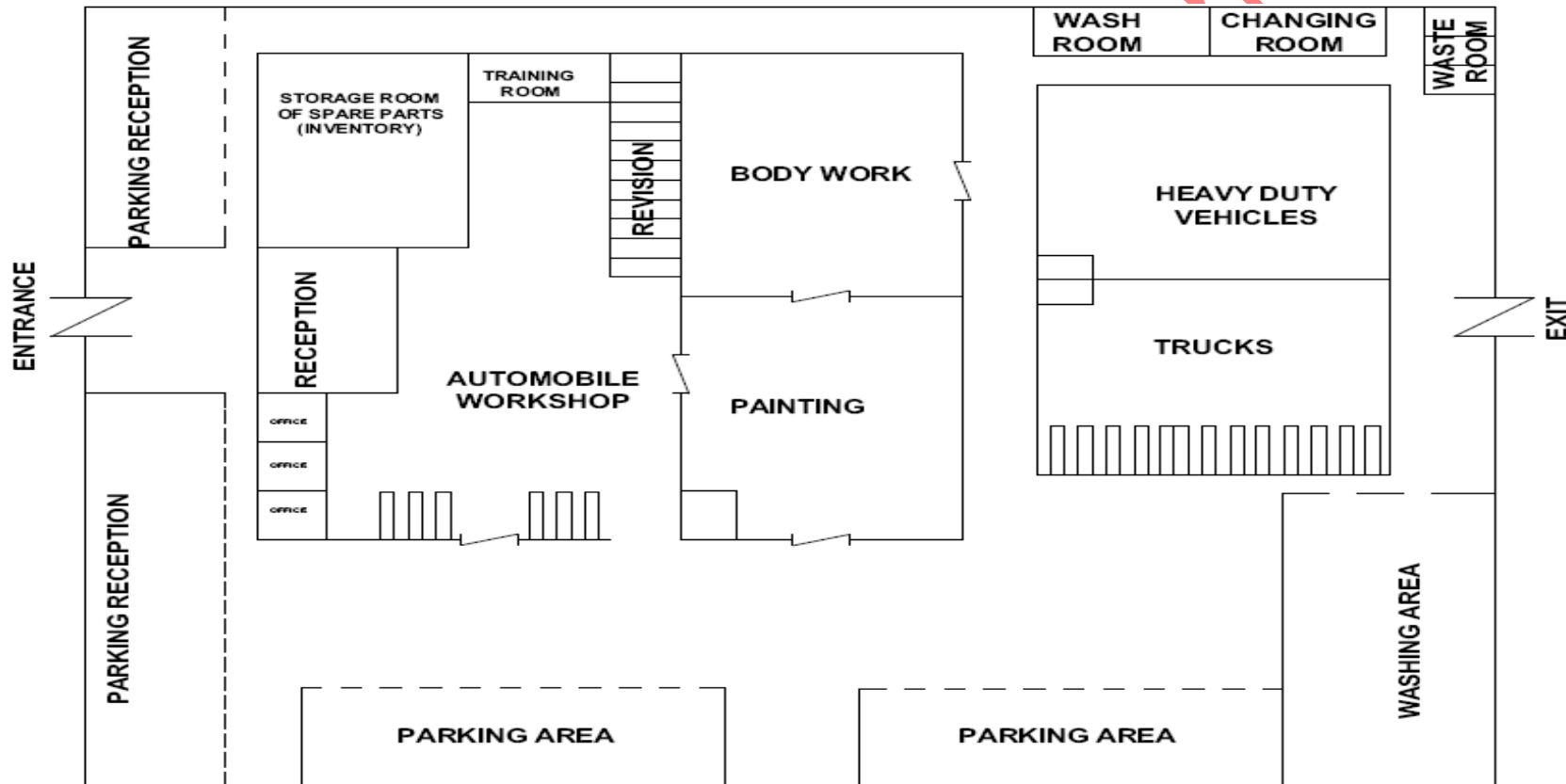
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		Work Lamp with Clamp Magnetic Dish Breaker Bar Portable Air Compressor Lift		
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Annex E (informative) garage layout

Different part that makes up a layout of a garage



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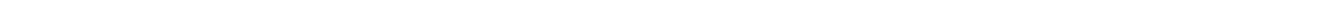
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