

YOUR MTA

Service Station Membership Criteria



Chief Executive's Message



The MTA brand in its many forms has been proudly displayed on automotive businesses across New Zealand since 1917.

Joining the MTA makes you part of the MTA automotive family. Being part of the MTA family means you will meet and uphold MTA's high standards. We make no apologies for setting high standards, as it's these standards that separate us from the cowboys in the industry.

Indeed, we'll continue to lift our standards as we want the MTA family to represent the very best in our industry. We also want members to aspire to go beyond MTA's minimum standards. This is great for the member and for the betterment of our industry.

As you'll see in this booklet, MTA's standards fall into 2 categories, both of which focus on ensuring your business:

- 1. Meets Minimum Requirements** e.g. you have employment agreements in place and meet your health and safety obligations, and
- 2. Acts in accordance with the "MTA Way"**. This includes operating according to a code of ethics which sets out how you will act as an employer and as a provider of services to the general public.

To make sure these standards are maintained, we check every member against them at least once every 3 years. If you are looking to join the MTA family, the first standards review may be a little daunting but absolutely necessary to ensure you're good enough to join us.

In both instances, if we identify issues that need sorting out, we'll work with you as much as we can to get you across the line. If, however, we cannot resolve these issues then your membership may be cancelled or, if you are looking to join, you will not be able to become an MTA member.

If you have any questions about MTA's standards, please call us on 0800 222 882.

Craig Pomare

Introduction

This booklet has been designed to provide members with the information needed to understand what the MTA Standards are, and to take maximum advantage from the MTA Membership Criteria, Customer Promise, and Warranty.

The MTA Standards, Membership Criteria, Customer Promise, and Warranty contain details of what membership of MTA will mean for you and your business. They outline your responsibilities and obligations, and what is expected from the various membership categories.

If you have any questions about how the various elements work, or how they affect you, please call our MTA National Office on (04) 385 8859/0800 001 144.

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MTA Strategic Principles

What does MTA stand for and what we can do for you as a member?

MTA aims to be the association that automotive businesses want to join. We want to be a key part of your business and help you create a sustainable business advantage. We also want to provide leadership for the industry.

MTA has four key areas of strategic focus:



MTA Brand

MTA is trusted and respected by consumers, members, industry, and government.



Advocacy

MTA influences and shapes policy and public opinion to the advantage of members.



Financial

MTA operates efficiently and is financially sustainable, so Members receive value for money.



Members

MTA is the “go to” place for members to make their business more successful and adaptive to change

MTA provides a range of products and services to help Members reach and maintain the MTA Standards:

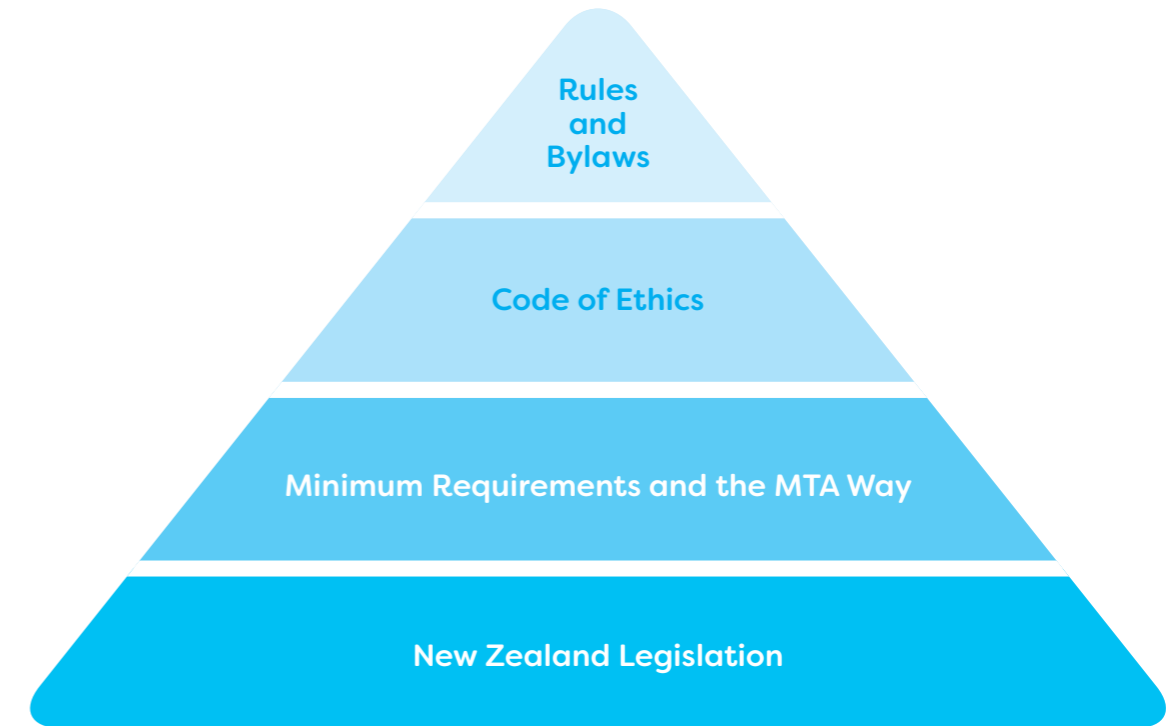
- **Mediation** – advice on dealing with customer complaints, along with direct interaction with customers to facilitate resolution to disputes
- **HR advice** – MTA advisors can help guide you on staff management and records
- **MTA Toolbox** – Members have access to a comprehensive library of great advice and business templates ready for you (e.g. standard employment contracts, health and safety information)
- **Local focus** – MTA Regional Coordinators work with MTA Regional Committees to ensure you get the help you need that is relevant to your region
- **Personal touch** – MTA Member Support Officers, that can help and guide you as part of your membership

Membership that meets the standard

All MTA Member businesses have an enduring obligation to:

- meet minimum requirements including complying with all relevant legislative requirements
- have written employment contracts for all staff
- respect minimum wage requirements
- have staff with the qualifications and experience reasonably expected for membership
- be insured
- be considerate to the environment
- be of good character. e.g.
 - no history of financial trouble (credit check on business and/or directors)
 - no history of serious customer disputes
 - no director or shareholder with a conviction for a serious offence (one involving deception, fraud, or violence)
- score at least 65% against the “MTA Way” standards.

What are the MTA Standards?



Rules and Bylaws

These are the core constitutional documents for the MTA.

The Rules and Bylaws give the MTA board the authority to set, monitor, and enforce standards for MTA membership.

Code of Ethics

Is a set of professional principles to guide MTA members in conducting their business with honesty and integrity.

Minimum Requirements and the MTA Way

The MTA Standards, described in the membership criteria, seek to ensure that MTA member businesses operate in line with (or better than) best practices for technical work, ethical behaviour, customer services, and commercial activities

Some elements of the standards have been specifically developed by MTA; while others reference external rules like New Zealand Legislation which all businesses would be expected to follow.

Sector-specific

Targeted standards by sector and sub-sector. These standards have developed according to the different needs of each sector: (broadly Repairers, Dealerships and Service Stations).

Minimum Equipment Lists by Sector MTA Service Station Membership Criteria

New Zealand Legislation


NZ law is the foundational element. As a legal entity trading in New Zealand, you are obliged to comply with all New Zealand Laws.

<http://www.legislation.govt.nz/>

How the MTA Standards assessment works

MTA prospects and members will be assessed against the MTA Standard using the criteria below to be able to say they passed the MTA Standard.

The table below outlines the standards assessment framework with the proportion that section contributes to the overall mark:

Requirements	Description	Prospect	Existing Member
Minimum Requirements	Six important Minimum Requirements: <ul style="list-style-type: none"> Compliance with legislation HR Requirements H and S Requirements Min \$1M business liability insurance Qualification Standards No serious misconduct 	No membership until standard is met	Time to resolve will be proportional to the assessed gaps It will be agreed in advance between MTA and the Member
Premises, Operational and Environmental Excellence - The "MTA Way"	Physical site expectations <ul style="list-style-type: none"> Roadside and external appearance Reception and customer areas Work areas Presentation of staff, vehicles, invoices and all non-fixed public facing material Operational and Environmental Excellence <ul style="list-style-type: none"> Living the MTA Code of Ethics Treatment of the Environment Treatment of customer and staff 	 <h1 style="font-size: 2em; color: #0070C0;">65%</h1> <p>pass mark required</p>	
The MTA Board will take into consideration all prospects and members and consider any borderline cases under a separate exceptions process where appropriate.			

An MTA prospect or member:

- may be physically audited at any time and
- will be audited (at least) once every three years
- may be asked to provide examples / self-assess to show standard achievement periodically

What happens if a member does not score 65% or above?

- If the organisation applying is a new prospect, MTA may decide to offer them a probationary type of membership, to help them get up to standard as soon as is practicable.
- If a member scores below 65%, MTA will work with the member to give them a 'hand-up' to drive-up their score. If the score is significantly below 65%, then the member may receive a censure from the

Board (under s.7.1 of MTA Bylaws). MTA will create a remediation policy with the member and follow-up to ensure they can comply within an agreed time period.

- If a member fails to make progress within a reasonable period, then the Board may notify the member of misconduct, either minor or serious (under s.5 of MTA Bylaws). A 'reasonable time period' will be determined by the type of problem that needs rectification – a legal requirement for example will need amending faster than something requiring time and cost but is not a legal requirement.
- The Board have the power to either grant or refuse membership and determine the basis on which it is granted, without having to give a reason. This decision will be final.

MTA Prospects and Members will be assessed in the following way

Minimum Requirements	
Checklist Form Requirements	Relevant authority
Compliance with NZ Legislation Y/N <ul style="list-style-type: none"> All relevant NZ Laws (including regulations and rules) 	http://legislation.govt.nz/
Human Resources <ul style="list-style-type: none"> Written contracts of employment for all staff Y/N Evidence of wage records Y/N Minimum wage is respected Y/N Have a time sheeting system and leave records that are kept up to date for all employees Y/N 	https://www.employment.govt.nz/
Health and Safety <ul style="list-style-type: none"> Applicants understand their health and safety requirements, ensure staff safety? Y/N A health and safety policy is in place Y/N A risk register is kept Y/N An incident reporting system Y/N Evidence that the system is being engaged with e.g. meetings held and minutes are kept Y/N 	https://worksafe.govt.nz/
Statutory \$1M public liability insurance <ul style="list-style-type: none"> Business has minimum \$1M public liability insurance? Y/N 	https://www.business.govt.nz/
Qualification Standards <ul style="list-style-type: none"> Services offered (mix of sub-sector and MTA product info) Qualifications and tools required Does business have qualified staff? (action list to rectify issues) - Y/N Does business have mandatory equipment/tools for services offered 	MTA Bylaws: <ul style="list-style-type: none"> s.3.10 Qualifications of staff s.3.11 Equipment Criteria Booklets: <ul style="list-style-type: none"> Collision, Repairer and Service Station: s.3.0 People Dealer: s.5.0 People
Evidence of serious misconduct? Y/N <ul style="list-style-type: none"> Breaches of MTA Rules and/or standards Failure to participate or adhere to MTA mediation Failure to adhere to tribunal ruling Illegal vehicle trading from premises Conviction of an offence punishable by imprisonment Declaration of bankruptcy / insolvency Become an unfit or improper person Suspension or revocation of an authority, license or approval issued by a government agency or Ministry Abuse of a customer or staff member Failure to pay annual membership fees but continuing to use MTA branding and/or MTA services 	MTA Bylaws s.5.2 Serious Misconduct

MINIMUM REQUIREMENTS MET?

Y N

MTA Prospects and Members will be assessed in the following way

Scored Requirements – The MTA Way

Checklist Form Requirements	Relevant authority
Roadside and External Appearance (score must be 12/30) <ul style="list-style-type: none"> signage (8 points) - condition assessment external building condition (8 points) - condition assessment external building appearance (8 points) - condition assessment access, parking and site surface condition (6 points) - condition: access, parking, surface condition, etc 	MTA Rules and Bylaws <ul style="list-style-type: none"> Rules: s.9.0 Use of MTA Brand/Logo Bylaws: s.3.12 Premises Criteria Booklets: <ul style="list-style-type: none"> Collision, Repairer and Service Station: s.4.0 Premises Dealer: s.6.0 Premises
Reception and customer areas (score must be 12/30) <ul style="list-style-type: none"> reception (24 points) - condition assessment customer areas (design construction/facilities purpose/use) (6 points) - condition assessment 	Criteria Booklets As above.
Work areas (score must be 8/20) <ul style="list-style-type: none"> clean, well-organised, tidy and uncluttered (10 points) - condition assessment permanent construction and suitable (4 points) - condition assessment maintained in good condition and easily accessible (4 points) - condition assessment complies with legislation (2 points) - 'visual' condition assessment 	Criteria Booklets As above.
Staff, vehicles, invoices and all non-fixed public facing material (score must be 8/20) <ul style="list-style-type: none"> staff (5 points) - condition assessment vehicles (5 points) - condition assessment invoices (5 points) - condition assessment other (public facing material) (5 points) - condition assessment 	Criteria Booklets: <ul style="list-style-type: none"> Collision, Repairer and Service Station: s.2.0 Dealer: s.4.0 Services honest, helpful, courteous and professional Collision, Repairer: MTA Customer Promise, Code of Ethics and (Collision) Repairer Warranty
Environmental (score out of 30) <ul style="list-style-type: none"> Section A: Water, Air Quality and spill procedures (20 points) Section B: Waste Management, Energy Efficiency and Noise Pollution (10 points) 	Environmental Standards: MTA Membership Standards Review Checklist
Operational Excellence (score out of 20, no minimum) <ul style="list-style-type: none"> Customer complaints process (10 points) Staff Training (10 points) 	Criteria Booklets: <ul style="list-style-type: none"> Collision, Repairer: s.6.0, Service Station: 5.0, Dealer: s.7.0 Collision, Repairer and Service Station: s.3.0, Dealer: s.5.0
Multiply Total By 0.66 (to get %)	Scored total: /150
65% pass mark required to meet the standard.	Total Audit score: %

Where a prospect or member is having trouble achieving the standard, MTA staff will do all they can to support and help you achieve it. They will provide hands-on help, guidance and support to get you above the line.

New Zealand Legislation

This list broadly covers the basics and is indicative of legislative requirements for businesses in the automotive sector. It is the responsibility of

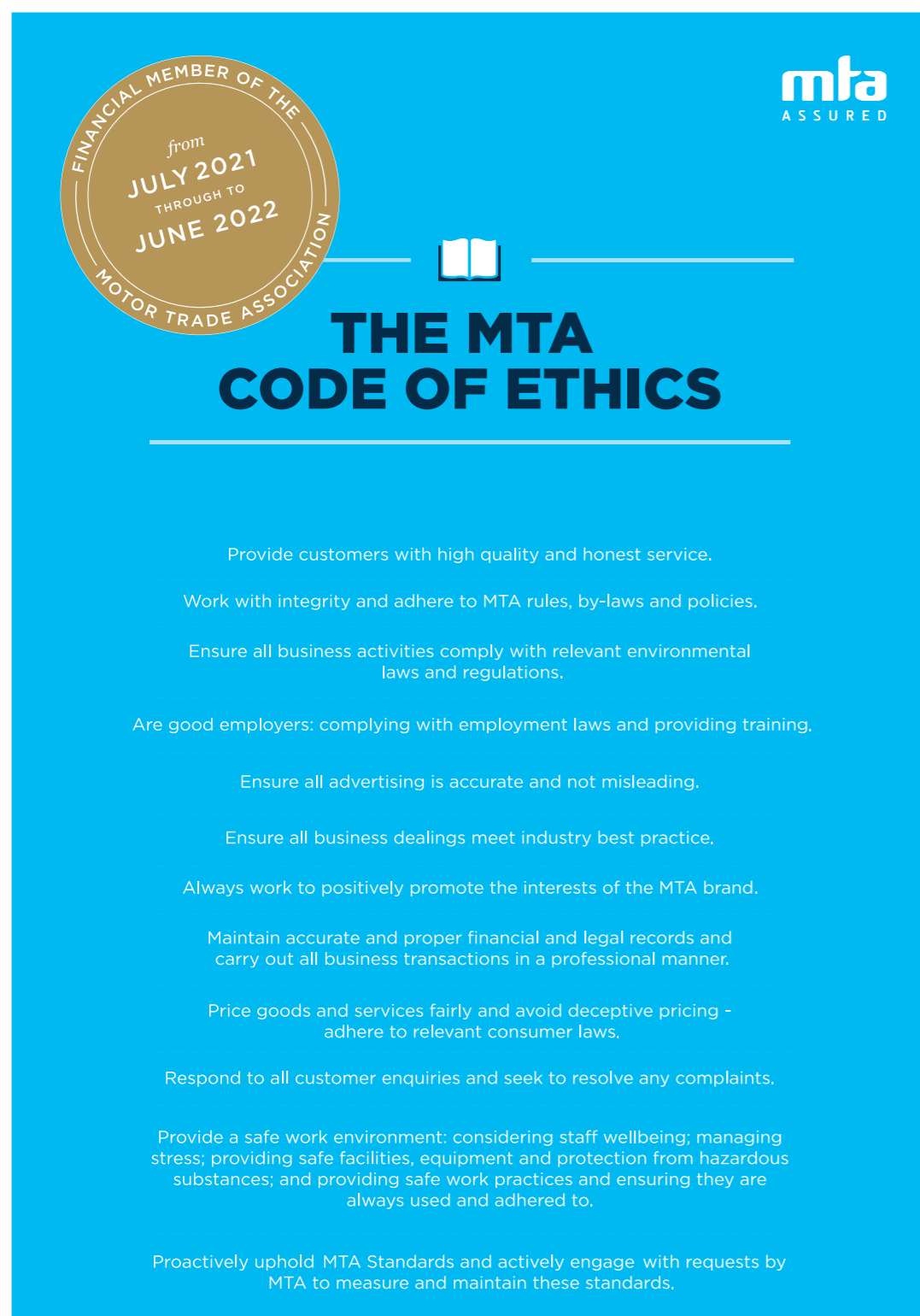
each member to determine their own legislative compliance requirements. For more general information visit <https://www.business.govt.nz/>

NZ Legislation	What does it cover?	Link	Responsible Crown Entity
Building Act (2004)	sets out the rules for the construction, alteration, demolition and maintenance of new and existing buildings in New Zealand. It aims to improve control, encourage better design and construction and provide greater assurance for consumers.	Building Act	Building Performance guidance (Part of MBIE)
Consumer Guarantees Act (1993)	Consumer rights if there is a problem or service, they have purchased.	Consumer Guarantees Act	Ministry of Business Innovation and Employment www.mbie.govt.nz
Employment Relations Act (2000)	Provides the legal backdrop for all relationships between employees, employers and unions.	Employment Relations Act	Ministry of Business Innovation and Employment www.mbie.govt.nz
Fair Trading Act (1986)	Consumer rights if a business acts in an unfair or misleading way, including sales tactics and selling unsafe products.	Fair Trading Act	Ministry of Business Innovation and Employment www.mbie.govt.nz
Goods and Services Tax Act (1985)	GST is a tax of 15% on all goods, services and other items sold or consumed in New Zealand.	Goods and Services Tax Act	Inland Revenue Department https://www.ird.govt.nz/gst
Health and Safety at Work Act (2015)	A balanced framework to secure the health and safety of workers and the workplaces by protecting workers and other persons against harm to their health, safety and welfare by eliminating or minimising risks arising from work.	Health and Safety at Work Act	Worksafe NZ guidance
Hazardous Substances and New Organisms Act (1996)	Aim is to protect the environment, and the health and safety of people and communities, by preventing or managing the adverse effects of hazardous substances and new organisms.	Hazardous Substances Act	Worksafe NZ guidance
Food Act (2014)	Helps make sure that food sold throughout New Zealand is safe. A central feature of the Act is a sliding scale according to different business risk.	Food Act	Ministry of Primary Industries guidance
Mandatory RPSS waste products	Mandatory products under the Regulated Product Stewardship scheme.	Regulated Product Stewardship Scheme	Ministry for the Environment https://www.mfe.govt.nz/

Note: MTA members should seek professional advice where they are not sure of their responsibilities.

MTA Code of Ethics

MTA members have an enduring responsibility to operate their business in accordance with the MTA Code of Ethics:



THE MTA CODE OF ETHICS

- Provide customers with high quality and honest service.
- Work with integrity and adhere to MTA rules, by-laws and policies.
- Ensure all business activities comply with relevant environmental laws and regulations.
- Are good employers: complying with employment laws and providing training.
- Ensure all advertising is accurate and not misleading.
- Ensure all business dealings meet industry best practice.
- Always work to positively promote the interests of the MTA brand.
- Maintain accurate and proper financial and legal records and carry out all business transactions in a professional manner.
- Price goods and services fairly and avoid deceptive pricing - adhere to relevant consumer laws.
- Respond to all customer enquiries and seek to resolve any complaints.
- Provide a safe work environment: considering staff wellbeing; managing stress; providing safe facilities, equipment and protection from hazardous substances; and providing safe work practices and ensuring they are always used and adhered to.
- Proactively uphold MTA Standards and actively engage with requests by MTA to measure and maintain these standards.





MTA Service Station Membership Criteria

1. Advertising and information about services, vehicles and products is full, accurate and meets all statutory requirements

- 1.1 Advertising and signage clearly identifies the business as an MTA member.

Note – this may not be practicable where signage is limited by supply agreements. Reasonable efforts should be made to obtain a fuel supply agreement.

- 1.2 All advertising, whether in media, websites, on-site information or in sales representations, is complete and accurate. Descriptions of vehicles, services and products are clear, in plain English, and are not ambiguous or misleading.
- 1.3 Signage clearly states the level of service provided (ie, self-service or full service). Self-service sites should provide clear instructions to help customers with disabilities obtain assistance.

2. All services given are honest, helpful, courteous and professional. All business dealings are fair and ethical

- 2.1 Customers are given courteous and professional service.
- 2.2 Where full service is not provided, assistance is available for customers with disabilities.
- 2.3 Service stations selling food meet all food handling requirements.
- 2.4 Service stations accept MTA Gift Vouchers. N/A for unmanned Service Stations.
- 2.5 All business transactions are fair and ethical.
- 2.6 Any faults and complaints are discussed openly and, if justified, are fixed promptly. The member participates in good faith in the MTA mediation process and complies with MTA complaint and mediation policies.
- 2.7 Criticisms of colleagues: members and their staff are loyal to MTA and other MTA members. Where necessary, concerns are made to each other or through MTA, and not directly to customers.

3. People – members and their staff are competent and professional

- 3.1 People in charge of a service station are aware of their responsibilities under relevant regulatory requirements and trained in:

- safety management
- product knowledge - HSNO
- customer service
- staff supervision (unless they are working alone)
- familiarity with obligations of MTA standards.

- 3.2 All staff receive induction training and supervision. Knowledge of safety management is essential before commencing work and covers at least:

- HSNO
- spill prevention
- fire and emergency response
- armed hold-up procedures.

- 3.3 Staff are well presented and have uniforms and the appropriate protective clothing.

- 3.4 The member ensures positive staff management and development through:

- pre-employment checks
- induction and initial training
- supervision
- demonstrating all staff members receive ongoing training and development opportunities where relevant and where they arise in the future
- familiarity with obligations of MTA standards.

4. Premises are safe, professional, well presented, reflect positively on the MTA brand and allow for the quality servicing and repair of vehicles

- 4.1 The member must operate from premises, or part(s) thereof, that are of permanent construction and suitable for a motor industry activity. These premises must always be maintained to an acceptable standard throughout MTA membership.
- 4.2 The premises must comply with all health and safety, and all national and local authority requirements, including those for hazardous substances, resource consents and the environment.
- 4.3 Shared premises:
 - where the member operates another motor industry business entity from the same premises, that business entity must also be an MTA member
 - where the member operates other non-motor industry business/es from the same premises the other business/es must be easily identifiable as separate business/es with the MTA business entity displaying all relevant MTA signage
 - where other business/es not owned by the member, whether motor industry or not, are operated from the same premises, the other business/es must be easily identifiable as separate business/es with the MTA business entity displaying all relevant MTA signage
 - other businesses must not have a material effect upon or prevent the MTA business meeting all MTA standards.
- 4.4 Adjoining premises: the signage must clearly indicate which business(es) are MTA members.

- 4.5 Equipment includes:

Manned:

- fire extinguishers and spill kit
- safety signage (no smoking, no ignition sources, warning notices with air)
- signs specifying evacuation and emergency procedures
- LPG filling safety equipment (if LPG sold).

Unmanned:

- safety signage (no smoking, no ignition sources)
- signs specifying evacuation and emergency procedures.

- 4.6 The buildings are clean, well-organised, tidy, uncluttered, maintained in good condition and easily accessible. Up to date MTA signage should be prominently displayed and maintained in good condition.

- 4.7 Customer facilities:

- signage is professional and clear. For larger businesses, clear signposting directs customers to appropriate services
- if practicable, customer facilities are provided and could include a reception area, car parking and clean customer toilets.

5. General requirements.

- 5.1 Financial viability: The member is credit worthy.
- 5.2 Any issues relating to any products and services should normally be discussed with the member and if there are still concerns, a complaint should be made to the MTA Mediation Centre.
- 5.3 Evidence of a process for handling customer complaints must be shown to MTA.

Notes



National Contact Details

Members' toll free phone

0800 001 144

Phone

04 385 8859

Mediation Line

0508 682 633

Email

mta@mta.org.nz

Website

www.mta.org.nz

Facebook

www.facebook.com/motortradeassociation

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While we have done our best to ensure all information is correct, this is subject to change – we're always working on ways to bring you more value for your membership. If things do change, the latest details will be at www.mta.org.nz