

Mechanical Repair Division

Code Of Ethics & Minimum Standards

The Shop is/has:

- A full-time business operating during normal business hours (with a valid business license).
- On staff, at least one full-time qualified journeyman mechanic or the equivalent, being at least six years experience in mechanical repairs.
- All applicable local, provincial and federal licenses and permits.

We operate in accordance with applicable regulations, e.g.:

- GST number
- PST number
- Fire & electrical codes
- Worker's Compensation
- Meet all federal and provincial standards
- Hazardous waste removal in compliance with federal and provincial requirements.
- Two current insurance policies, each with a minimum liability amount of \$1,000,000.00.
- Comprehensive general liability policy
- Garage or Dealers liability policy including third party liability and damage to customer's vehicles in our care, custody or control.
- A set of current mechanical estimating guides, and possess or have access to diagnostic manuals or information, for the types of vehicles our shop repairs.
- Evidence of ongoing training for all management and technical personnel.
- Sufficient tools and diagnostic equipment (applicable to the type of work performed) or access to diagnostic equipment through qualified sublet, in order to perform safe quality repairs.
- The ability to safely raise the vehicle for inspection and repair.
- Four-wheel alignment capability or access to a qualified sublet.

The Shop Agrees:

- To offer a minimum ninety-day written warranty on parts and labor, unless specified otherwise, excluding vehicles used for commercial purposes.
- To provide a clean professional environment for receiving customers.
- Not to engage in any illegal or fraudulent practices.
- To honor all provision and restrictions as outlined in any licensing and accreditation agreement with the respective government departments or agencies.
- To use only proven merchandise of high quality distributed by reputable firms.
- To employ the best skilled technicians obtainable.
- To have a sense of personal obligation to each individual customer.
- To promote good will between the motorist and members of this Association by upholding the integrity of all members of the ATA.
- To obtain prior authorization in writing for all work requested or recommended, or by other means agreed upon by the customer.
- To exercise reasonable care for the customer's property while in our possession.
- To maintain a system for fair settlement of customer's complaints, including submitting to arbitration that is binding on our repair facility as decided by the ATA.
- To co-operate with established consumer complaint mediation activities.
- To uphold the high standards of our profession and always seek to correct any and all abuses within the automotive industry.
- To prominently post labor rates and procedures.