



6

TOP QUESTIONS

TO ASK YOUR PROVIDER...

HEALTH & SAFETY EDITION


INGIMEX

LIGHT COMMERCIAL VEHICLE BODIES MANUFACTURER

HEALTH & SAFETY GUIDE

With such a varied range of vehicle body manufacturers across the UK all claiming to provide you with exactly what you need, it's often difficult to know where to start – when delving into areas and having to make solid decisions based on price comparisons and other crucial factors, including safety, accreditations and warranty commitments.

And with ever-stringent rules and regulations in place across the professional vehicle sector, it's even more vital that the bar is raised across the industry, and as such, getting to know just how your prospective supplier demonstrates their commitment to best practice – from consistently developing their range, to investing in their equipment, and enhancing quality.

Where to start...

To help you understand what you should be looking for, we've developed a guide outlining the things you should be asking any prospective supplier to differentiate between those that will deliver exactly what you want from those that may not be as reputable as you first thought...

1



Are you accredited?

Not only do relevant industry accreditations showcase a recognition of legal and ethical requirements and responsibilities, but they set the scene for those who have made a commitment to perform best practice.

There are many that you should look out for, but the main accreditations include ISO9001:2015 Quality Management, which covers a variety of standards such as the design, engineering, and manufacturing process quality controls, as well as conduct of management, sales and marketing, and purchasing.

The other is ISO14001:2004 Environmental Management, which covers the environmental impact of their organisation including manufacturing, disposal of waste, and efficiencies within the wider supply chain.

It's important to think about whether any accreditations they have are assessed by the British Standards Institution (BSI), as some companies may claim to adhere to the above but have self-certified rather than use an external agency.

2



Do you have an environmental policy?

In addition to the accreditation mentioned above, having an environmental policy places your potential provider in the league of companies that have pledged to devise and adhere to their own standard – with the aim of doing business better for the benefit of the wider economy and environment – so do check it out.

3



How do your costs compare to other vehicle body manufacturers?

There's no better feeling than knowing that you've saved money while still getting a high standard of finish for a body or van. Basing your opinion solely on price can be dangerous though, as it poses the question: why they can afford to do things cheaper than their competitors?

You may find that there might be additional costs to think about, such as the replacement or repair of poorer quality parts, or whether the products used have been imported (which will make the replacement and repair that bit harder).

Transparency is crucial, so when a provider comes out best on price, do ask why that is and remember that it might not always be as it seems.

4



Are your warranties fair?

While some may consider 12 months a fair warranty period, be mindful about how long you anticipate using the product. If, for example, you have a three-year vehicle contract but only a 12-month warranty of the products used on the chassis, you won't be covered for the full vehicle term and could end up paying out in the event of damage or general wear and tear.

Do also be aware that some will 'sell' the longer warranty but in the small print it may not cover certain areas of the body, such as the tail lifts.

At Ingimex, we understand that our customers want the peace of mind knowing that their vehicle bodies will be covered across their lease terms, which is why we choose to offer a three-year warranty on all bodies and options.

5



Which European Load Containment Standard are you certified to?

This certification covers the ability of the vehicle body to contain the load it is carrying safely, legally and efficiently.

There are two variations of the standard - EN12642 which is the more basic standard, and EN12542 XL (which we're proud to certify to) which applies the same principles as the basic certification but with higher loads, essentially making sure that the manufactured bodies are strong and sturdy enough to handle them.

6



Should you be specifying specific health and safety features?

According to the Freight Transport Association, every year around 700 people are injured falling from vehicles – the second highest cause of fatalities and injuries in the transport industry¹. As the stringent focus on health and safety continues to increase, it's becoming even more common for contractors to exceed legislation and specify additional vehicle options to improve overall site safety.

The Crossrail site in London, for example, adheres to 'site rules' where any vehicles in operation must have fall rails and access steps fitted (among other things) or they won't be permitted to work.

Final thoughts...

Of course if you've bought a vehicle body before you'll know exactly what you need to look out for, and don't need us to tell you! But with extensive knowledge of the sector, we wanted to share our guidance for making sure that whoever you go with, you know what you're getting and what a 'good service' looks like.

For any questions about the points made in this guide, or to chat to a member of the team about your vehicle requirements, please contact:

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January, 2018

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