

# Autoglass® **Newsbulletin**

May 2013

## Autoglass® bring the issue of “Poor windscreen fitting standards”

### to the Irish Government



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## Autoglass® becomes sole preferred supplier to RSA Insurance Ireland Ltd.

See inside...



Autoglass® has succeeded in bringing the serious issue of poorly fitted windscreens to the Government in an attempt to introduce appropriate regulation into the Vehicle Glass Repair & Replacement (VGRR) industry. Our team presented the TRL findings to the Joint Committee on Transport & Communications on the 6th February 2013, as a result of which the Committee has agreed to develop a report which will include the involvement of and recommendations by the Department of Transport.

We see this as a positive step towards some form of quality control and standards within the VGRR industry which we believe will ultimately reduce motorist injury and even prevent deaths.

In addition to our presentation to the Joint Oireachtas Committee we were delighted to receive further support from Deputy Phelan. On Wednesday 6th March the issue of poorly fitted windscreens was brought up as a topical question by Anne Phelan TD in the Dail. The Minister of State at the Department of Transport, Tourism & Sport, Alan Kelly, was given the opportunity to respond to Deputy Phelan. While Deputy Kelly was generally supportive of improvements within the industry he did raise some important points relating to the industry as it stands...

"The RSA concluded from the information contained in the TRL report that it appears that not all windscreen replacers are following the correct procedures and workmanship when fitting windscreens resulting in possible safety implications and value-for-money considerations for vehicle owners. RSA engineers reviewed the fitting process of

a replacement windscreen and agree that in order to ensure a good bond is achieved between the windscreen and the vehicle a prescribed series of steps must be followed utilising manufacturers recommended adhesives and curing times. As with many other vehicle repairs, a certain level of training, competence and quality assurance is required to ensure

"As with many other vehicle repairs, a certain level of training, competence and quality assurance is required to ensure that individuals carrying out such work do it correctly"

that individuals carrying out such work do it correctly to an appropriate standard and to manufacturers' specifications"

"In order to improve the standard of workmanship in the windscreen replacement

industry it is suggested that the industry engages with insurance companies, the Society of the Irish Motor Industry and vehicle manufacturers to agree on standards, training, quality control and codes of practice that should be used when repairing or replacing windscreens. This approach of upskilling and training of windscreen fitters, combined with agreement from

the insurance companies that only suitably trained individuals can carry out work on their behalf, will drive improvements in the standard of workmanship in this important area of vehicle safety".

Unsurprisingly the Government involvement resulted in a fair amount of media attention which we also see as beneficial in raising awareness among the motorists about the risks of a poorly fitted windscreen. The story was picked up by the main newspapers namely The Irish Independent, The Star, The Examiner and the Mirror amongst others, several motor industry magazines and radio reports.

We are now in talks with the National Standards Authority of Ireland (NSAI) about creating a standard for windscreen replacement. This we feel would be a positive step towards the improvement of standards within the VGRR industry.

If you, or your client have had an unsafe windscreen replacement you can contact us at info@autoglass.ie and we will be happy to inspect your vehicle.

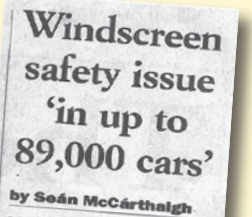
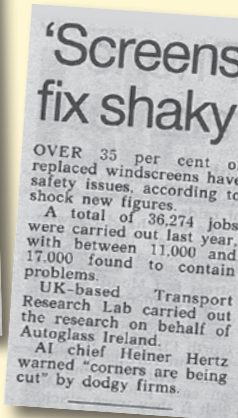


No adhesion between windscreen and aperture and severe damage caused by corrosion



Corrosion due to lack of primer and incorrect aperture preparation

## Media coverage





# RSA Road Safety Authority launches new road safety strategy...

As part of the Government's Road Safety Strategy 2013 - 2020, the Road Safety Authority have committed to key actions which are outlined in the Government's paper.

These commitments are welcomed by Autoglass®. We see these key actions (set out below) as a positive step towards improvements within our industry.

**Action 51:**  
Work with public and private organisations to ensure that road safety is a key determinant in specification for services and tender documents when considering the procurement of goods and services.

**Action 66:**  
Review and make recommendations in relation to the standard of the vehicle service industry, in particular in relation to vehicle maintenance and repairs and the supply and fitment of components and market surveillance.

**Action 99:**  
Review the options for ensuring that the quality of work carried out by vehicle maintenance and repair services is of consistent minimum standard so that vehicle owners and the general public can be assured that the vehicles in use on our roads comply with the minimum legal standard.



# Autoglass® becomes sole preferred supplier to RSA Insurance Ireland Limited.

RSA Insurance partners with Autoglass®



Matt Knight - RSA's Procurement Specialist and Eddie Irving - The Sales Director of Autoglass®

Autoglass® are delighted to announce a 3 year partnership with RSA Insurance Ireland Limited (RSAIL) as their preferred provider of Vehicle Glass Repair and Replacement services in Ireland.

RSA Insurance is Ireland's largest and fastest growing insurer with over 850,000 policyholders and will see Autoglass® provide an expert service to the RSA's policy holders. By partnering with Autoglass®, RSA policyholders are assured of the highest standards of quality, ATA accredited technicians, and repair and replacement services supported by a unique 'Lifetime Workmanship Guarantee'.

RSA's Procurement Specialist, Matt Knight commented, "Autoglass® has made significant progress in recent years by focusing on consistent delivery and service for policyholders. Ultimately, this supports RSA's reputation for delivering service excellence. Strategically we factored in our existing relationship between Belron® and other global RSA entities which made our decision to partner with Autoglass® one that RSA Insurance Ireland Limited couldn't ignore."

"This is really exciting news to announce to the broker market and their customers"

The Sales Director of Autoglass®, Eddie Irving, commented "this is really exciting news to announce to the broker market and their customers. It is a credit to RSA Insurance to recognise the value of a well handled glass claim. RSA Insurance have always supported Autoglass® since the inception of the Quality & Safety campaign in Ireland. RSA have been avid supporters of improvements in the Vehicle Glass Repair & Replacement market and we are delighted to be entering this partnership with RSA and look forward to building this relationship in the years ahead."

The key benefits to an RSA Broker are as follows:

- 24/7 Nationwide & European prioritised service
- High level of Customer Service (85% Net Promoter Score in 2012)
- Safe repair / installation by ATA\* accredited Technicians
- 100% Original Equipment Manufactured Glass only
- Lifetime Guarantee\*\*
- Support from Belron®, the leading Global Vehicle Glass Repair and Replacement service provider

\*Automotive Technician Accredited  
\*\* Not transferable



# Autoglass® partner with Relay.



Adam Black, Relay, pictured with Eddie Irving and Caroline Mongey from Autoglass®

Autoglass® has partnered with Relay, Ireland largest broker software provider, to deliver an integrated glass claim referral system for our Brokers. The solution, available to all Relay brokers from May onwards, enables

users to refer glass claims to Autoglass®, with a single mouse click.

The time spent handling glass claims in Broker offices can now be reduced to a minimum. Appropriate claim information is sent by Relay instantly in a consistent, accurate format, and

is permanently recorded within the Brokers Relay Application.

This method makes it possible to quickly refer private and commercial vehicle glass claims to Autoglass®.

"This partnership is a natural fit as Relay is the major supplier of policy admin systems within

the Irish broker market, and Autoglass® is the leading wholly owned vehicle glass company. We are delighted to be in a position to provide our shared customers this very effective, quick glass claim solution". Eddie Irving, Sales Manager, Autoglass®.

# Malahide Golf Club Outing

Mark Pringle (Stuart Insurance), Ed Henshaw (Autoglass®), Ray O'Toole (DBOT)



Elva Roche Kelly (DBOT), Jennifer O'Higgins and Niamh O'Higgins (O Higgins Insurance)



Pat Tobin (Allianz Insurance), Ronan Smith (P Smith & Co), David Jones (Aaran Insurance)



Congratulations to **Ronan Smith**, of P Smith & Co who romped away with first prize at the Autoglass® Golf Outing in Malahide Golf Club on April 5th. It was the first time we have held a golf outing, and will be the first of many more. The Irish weather granted us a fabulous day, as 16 players took to the challenging and lengthy course in a Stableford Competition. We would like to thank all those who took part, and we look forward to seeing you all tee off again in the near future!



Ed Henshaw  
Autoglass®

Ronan Smith  
P Smith & Co

Heiner Herz  
Autoglass®



# Jaroslaw Lukow wins the Institute of The Motor Industry (IMI) Autoglazing Technician of the Year 2013.



Jaroslaw Lukow, Technician, Autoglass® being presented Autoglazing Technician of the year by Steve Nash, CEO, Institute of the Motor Industry (IMI)

**Autoglass® is proud to announce that Jaroslaw Lukow, a Technician from our Galway branch won the Institute of The Motor Industry (IMI) Glass Technician of the Year 2013.**

Jaroslaw's dedication to our business, his willingness to help our customers by carrying out a high quality and safe glass replacement every time and his high Net Promoter Score (NPS) all played a part in Jaroslaw being nominated for this award.

Jaroslaw was presented with his award by Steve Nash the CEO of the Institute of The Motor Industry (IMI). On behalf of Autoglass® we would like to commend Jaroslaw for his efforts and thank him for representing Autoglass® in such a professional way.



**AUTOMOTIVE TECHNICIAN  
ACCREDITATION**



**AUTOGLASS®**

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Ireland's leading vehicle glass specialist