



Green Parts: A Sustainable Choice for Vehicle Repairs

Committing to Sustainability in Vehicle Repairs

At AXA, we are dedicated to minimising the environmental impact of vehicle repairs and promoting sustainability in the motor industry. In 2024, we registered nearly 70,000 commercial motor claims, creating a valuable opportunity to reduce the carbon footprint associated with vehicle repairs.

As part of our sustainability commitment, our motor policies encourage the use of recycled components, known as green parts. These are undamaged parts sourced from other vehicles and by using them, we aim to deliver efficient, eco-friendly, and cost-effective repair solutions – especially for customers using our approved repairer networks.

Our Approach to Green Parts

Our approved repairers exclusively use original manufacturer green parts that have been reconditioned to meet strict quality standards. This ensures they are as reliable as new parts and fit each vehicle type perfectly.

If a vehicle is repairable, we may opt to use green parts that align with the industry definition. These parts are:

- Original Equipment Manufacturer (OEM) parts
- Traceable to the donor vehicle
- Non-structural or not safety-related
- Accompanied by a certificate of conformity

Additionally, we exceed the industry standards by requiring that any green part supplied is the same age as or newer than the customer's vehicle.

All repairs conducted by our approved repairer network – regardless of whether green parts are used – are guaranteed for the duration of our customer's ownership of the vehicle. Using our approved repairer network ensures effective management of repair times, costs, and overall quality.



Partnering for Excellence: Our Green Parts Specialistst

We partner with top vehicle dismantling and recycling experts, SYNETIQ and Green Parts Specialists. We encourage our approved repairers to obtain green parts from our partners, who adhere to strict standards to ensure the delivery of high-quality used Original Equipment Manufacturer (OEM) green parts.

They use Vehicle Identification Number matching to guarantee compatibility and traceability to the donor vehicle, protecting warranties and enhancing vehicle safety by ensuring the right parts are used for each vehicle model.

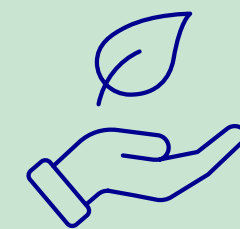
Encouraging Acceptance of Green Parts

We encourage our broker partners to actively promote the acceptance of green parts for repairs among our mutual customers by highlighting the benefits, and **addressing common myths**. By educating your clients on the quality and reliability of these components, you can help us reinforce the positive impact of choosing green parts on both the environment and the overall repair experience.

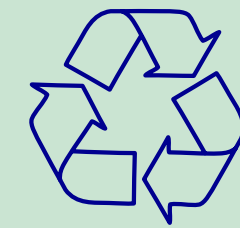
Green Parts in Action: Streamlined Repair Strategies for Commercial Vans

Commercial fleets, especially vans, often face claims due to damage from theft attempts, commonly affecting models like Ford Transits and Mercedes Sprinters. Replacement doors can have long back orders, so using green parts can speed up repairs, helping customers get back on the road quickly.

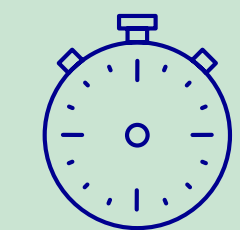
Benefits of using AXA Green Parts:



Lower carbon footprint: Using green parts reduces the environmental impact linked to manufacturing new components.



Waste reduction: Green parts, sourced from recycled vehicles, help minimize waste by reusing functional components, contributing to a more sustainable repair approach.



Faster repair times: Green parts are often more readily available, allowing for quicker repairs and getting customers back on the road sooner.



Increased customer satisfaction: Offering cost-effective and eco-friendly repair solutions like green parts helps manage expenses and can prevent vehicles from being declared a total loss. Often more affordable than new parts, green parts can be the key factor in deciding whether to repair a vehicle or write it off.

This guidance has been prepared for general information only and is not legal advice. We have tried to ensure that the information in this guidance is accurate, but it is provided without responsibility to or reliance by you. If you need legal advice about what action to take, you should contact an appropriate adviser or solicitor. We assume no responsibility for the contents of any linked websites. The inclusion of any link should not be taken as endorsement of any kind by us of the linked website or any association with its operators and we have no control over the availability of the linked pages. The information in this guidance is focused on the position in England (unless otherwise stated) and different considerations may apply elsewhere. Nothing in this guidance will affect the rights and obligations under any insurance policy you may have with AXA Insurance. AXA Insurance UK plc Registered in England and Wales No 78950. Registered Office: 20 Gracechurch Street, London EC3V 0BG. A member of the AXA Group of Companies. AXA Insurance UK plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Telephone calls may be recorded and monitored.