



October 2, 2025

Dear Glass Repair Program participant,

I'm writing to let you know we're looking for two new members to join the Glass Liaison Committee (Liaison Committee).

Glass Repair Program participants who are willing to volunteer their time and effort to help make continuous improvements to the Glass Repair Program are encouraged to consider representing industry.

### Role of the Glass Liaison Committee

ICBC established the Glass Liaison Committee to provide a forum for discussing technical expertise, developing operational and program recommendations related to the Glass repair of ICBC-insured vehicles. The Liaison Committee supports our objectives to:

- Manage the expectations of our shared customers
- Enable a culture of continual improvement and change
- Assess and resolve outstanding issues with our stakeholders

The scope of discussion at the Liaison Committee meetings are limited to:

- Operational issues that affect the delivery of automotive services
- Policy or procedural issues that impact the delivery of automotive services
- System or training requirements that arise from enhancements to ICBC systems or operations
- Any matter pertaining to a specific business relationship between ICBC and suppliers

Please note, to comply with the *Competition Act*, we do not discuss compensation-related items at the Liaison Committee.



### Time commitment

Representatives will participate for a term between 24-36 months, following which we will seek new membership. The Liaison Committee will meet in person, in the Lower Mainland for a half day, during business hours, on a quarterly basis. Meeting attendance via MS Teams will always be available. Attendance at all meetings is expected. New members will attend their first meeting in late 2025 or early 2026.

### Participant selection and expressing interest

We are looking for members who will represent the diverse geographic and demographic needs of our facilities. Participants are selected for their expertise, ability to add value to the committee, and contribution to agendas and discussion topics. **Liaison Committee members must be in good standing under ICBC's Glass Repair Program Guide.**

If you are interested in representing industry on this committee, please send an email to [MDPrograms@icbc.com](mailto:MDPrograms@icbc.com) by **end of day October 17**, outlining how your experience, education and/or skills will contribute to the committee.

We will reach out to potential applicants by phone. Please note that only those selected for further consideration will be contacted.

ICBC appreciates the interest we continue to receive for committee participation. If you expressed interest in the past and were not selected or contacted due to the number of volunteer responses, we encourage you to consider responding to this request again.

If you have any questions, please contact Kevin Walsh at 604-982-2890 or email at [kevin.walsh@icbc.com](mailto:kevin.walsh@icbc.com).

I'm looking forward to hearing from you.

Regards,

**Kevin Walsh**  
**Manager, MD Program Services**