



## **Purpose**

This checklist provides the information you need to complete your company profile in the Entegral application.



## **Requirements for Company Profile**

You need the following information to complete your company profile. The asterisk (\*) indicates mandatory fields that must be completed for the profile to be submitted for review and approval.

### **Storage of Information**

\*All employees who work on ICBC claims must be notified their qualification information will be shared with ICBC. Refer to the [Material Damage Claims Procedures](#) for further information.

### **Company Details**

#### **Facility classification**

- Multi-Shop Operators (MSO)
- Banner/Franchise
- Independent
- Is your facility a dealer?

#### **Type of secondary business provided**

- Air Conditioning Shop
- Aluminum Wheel Repair
- Brake & Muffler
- Detailing Shop
- Frame Repair
- Heavy Equipment – Specialty/Mechanical/Trailer
- Heavy Equipment Dealer – Paint and Body
- Heavy Equipment Independent – Paint and Body
- Impound Lot Operator
- Locksmith
- Mechanical Shop
- Moto Dealer – GST Reimbursement
- Motor Cycle Repair
- New Car Dealer Mechanical Shop
- Paintless Dent Repair
- Parts Store
- Radiator Repair
- Rental Vehicle
- RV Repair Shop
- Service Station
- Snowmobile Repair
- Sound Equipment Shop
- Tire Store
- Towing Company
- Truck Canopy
- Upholstery
- Welding and Machining

## Completing Company Profile Checklist - Commercial

### Owner/Signing Officer Information

- \*Owner 1: Name
- \*Owner 1: Business address
- Owner 1: Driver's licence
- \*Owner 1: Owner percentage
- \*Owner 1: Are you the signing officer?



You can indicate up to 4 Owners

### Signing Officer Information

- Signing Officer 1: Name
- Signing Officer 1: Business phone
- Signing Officer 1: Business email



You can indicate up to 2 Signing Officers

### Licences

- \*BC Registrar of Companies number (BCXXXX)
- \*File/image showing the BC Registrar of Companies number
- BC Registration of Operating Name (DBA)/Sole Proprietorship/Partnership number
- File/image showing the BC Registration of Operating Name (DBA)/ Sole Proprietorship/Partnership number
- \*File/image showing the Central Securities Register identifying owner's individual shares
- \*Do you have Municipal Business or a Letter of Authorization for Land Use
- \*File/image showing Municipal Business Licence or Letter of Authorization for Land Use
- \*Municipal Business Licence number expiry date
- \* WorkSafeBC account number and status

### Insurance

- File/image of Garage Liability Policy with \*Policy number and \*Policy expiry date
- \*File/image of Commercial General Liability Policy, must include company name, address, expiry date and declaration page with the minimum coverage of \$2,000,000 per occurrence, minimum \$5,000,000 aggregate and names ICBC as an additional insured

### Tax/Billing

- \*GST Registration number
- \*PST Registration number

### Contact Information

#### Manager

- \*Manager 1: Name
- Manager 1: Direct business phone number
- Manager 1: Business email
- \*Manager 1: Date of employment or active in role
- \*Is Manager 1 the primary contact?



You can indicate up to 2 Managers

### Contract Notices and Communications

- \*Contract notices and communications: Name
- \*Contract notices and communications: Business position
- \*Contract notices and communications: Direct business phone number
- Contract notices and communications: Business fax number
- \*Contract notices and communications: Business email

### Alternate Contact

- Alternate Contact: Name
- Alternate Contact: Direct business phone number
- Alternate Contact: Business email
- Alternate Contact: Date of employment or active in role
- Is the Alternate Contact the primary contact?

## Completing Company Profile Checklist - Commercial

### Admin/Front Desk

- \*Admin/Front Desk 1: Name
- Admin/Front Desk 1: Direct business phone number
- \*Admin/Front Desk 1: Business email
- \*Admin/Front Desk 1: Date of employment or active in role
- \*Is Admin/Front Desk 1 the primary contact?

 You can indicate up to 3 Admin/Front Desk staff

### Estimator

- \*Estimator 1: Name
- Estimator 1: Direct business phone number
- \*Estimator 1: Business email
- \*Estimator 1: Date of employment or active in role
- \*Is Estimator 1 the primary contact?

 You can indicate up to 5 Estimators

### Customer Service Options (These selections will be visible on the Smart Locator)

- Indicate all languages your facility supports and can speak proficiently to assist customers: English, Punjabi, Cantonese, Mandarin, Tagalog (Filipino), German, French, Korean, Spanish, Persian (Farsi), Vietnamese, Hindi, Russian, Italian, Japanese
- Indicate any additional services offered to the customer: Remote vehicle pick-up and drop off, online repair status updates

\*Answer the following questions for each day of the week (Monday – Sunday):

- Is the facility open or closed on: Monday, Tuesday, Wednesday, etc. (Open/Closed)
- If open, what time does the facility open on: Monday, Tuesday, Wednesday, etc.
- If open, what time does the facility close on: Monday, Tuesday, Wednesday, etc.

### Employee Licensing

- \*Does your facility have an employee that holds a valid and appropriate driver's licence to operate the vehicles repaired at the facility?

### Facility

#### Premises

- \*Size of premises in square feet
- \*Is the office/reception area self-contained?
- \*Does your facility have an easily accessible customer reception area?
- \*Does your facility have minimum of one door with dimensions 13' 6" x 10'
- \*Does your facility provide secure customer vehicle storage?
- \*How does your facility secure customer vehicles?

#### Photos

\*All photos listed below are required:

- Free standing business signage
- Business signage affixed to building
- Any applicable additional signage (optional)
- Exterior of building: Front view, Side view #1, Side view #2, Rear view
- Customer parking and access route to customer service/office area
- Overview from parking to customer service / office area
- View of entrance to customer service/ office area
- Customer service / office area - waiting area and service counter
- Customer access route to washroom
- Washroom
- Preparation area
- Detail area
- Collision repair area
- Other additional photos

**Technology Requirements**

- \*Review [Recommended Technology Requirements](#) to ensure your facility meets minimum technology requirements
- Does your facility have access to current OEM repair procedures?

**Recycling**

- List any environmental contributions made by your facility with respect to recycling materials (example: plastic recycling, coolant recycling, oil recycling)

**Equipment**

- \*Review [minimum equipment requirements](#) to ensure your facility meets the minimum [equipment](#) requirements

**Frame Repair Equipment**

- \*Manufacturer's name and model of the full truck and trailer frame repair systems capable of completing multiple push or pull operations
- \*Serial number of the repair system

**Anchoring System**

- \*Manufacturer's name and model of full frame anchoring system

You can indicate up to 2 pieces of equipment

**Welding Equipment**

- \*Amperage of MIG welder
- \*Duty cycle of MIG welder
- \*Manufacturer's name and model of MIG welder
- \*Serial number of MIG welder
- \*Amperage of aluminum welder
- \*Duty cycle of aluminum welder
- \*Manufacturer's name and model of aluminum welder
- \*Serial number of aluminum welder
- \*Does your facility have oxygen acetylene welding equipment?

**Diagnostic Equipment**

- \*Manufacturer's name and model of electrical diagnostic scan tool
- \*Serial number of electrical diagnostic scan tool

**Fibreglass Repair Capability**

- \*Does your facility have fiberglass repair capabilities?
- \*List the fiberglass repair equipment

**Plastic Repair System**

- \*Does your facility have a plastic repair system?
- Manufacturer and product names of adhesive/chemical bond
- Manufacturer's name of airless welder or hot air welder

**Paint Equipment**

- \*Manufacturer's name of paint refinish system
- \*Paint refinish system product name
- \*You must have a low VOC refinishing system and provide:
  - \*Type of spray gun (LVLP, HLVP or other approved equivalent)
- \*Spray Booth 1: Does your facility have a spray booth with the minimum dimensions of 14 feet high x 32 feet long?
- \*Spray Booth 1: Manufacturer's name
- \*Spray Booth 1: Model number
- \*Spray Booth 1: Serial number

You can indicate up to 3 spray booths

**Completing Company Profile Checklist - Commercial**

**Other**

- List any specialty repair equipment that is not currently identified in the profile

**Photos**

\*All photos listed below are required:

- \*Manufacturer's name, model and serial number of all full truck and trailer frame repair systems capable of completing multiple push or pull operations
- \*Manufacturer's name and model of full frame anchoring system
- \*Manufacturer's name, model, serial number, amperage and duty cycle of MIG welder
- \*Manufacturer's name, serial number, amperage and duty cycle of aluminum resistance welder
- \*Manufacturer's name, model and serial number of diagnostic scan tool
- \*Manufacturer's name and product names of adhesive/chemical bond
- \*Manufacturer's name of airless welder or hot air welder
- \*Manufacturer's name and product name of paint refinish system
- \*Manufacturer's name, model number and type of spray booth(s)
- \*Spray booth(s) compliant with local codes: Overall view, interior, side view-1, side view- 2, front view and rear view.

**Warranty**

- \*Does your facility have a written or verbal warranty
- File/image of warranty if written
- Describe warranty if verbal

**Training Requirements**

**Industry Certifications (These selections will be visible on the Smart Locator)**

- Select all industry certifications applicable to your facility: CCR, CCC, I-CAR Gold

**Technician**

- \*Technician 1: Name
- \*Technician 1: Date of employment or active in role
- \*Select all applicable Technician 1: Trade  
Automotive Refinishing Technician Red Seal, Automotive Refinishing Technician Apprentice, Auto Body & Collision Technician Red Seal, Auto Body & Collision Technician Apprentice, Automotive Refinishing Prep Technician, Automotive Service Technician
- Technician 1: Apprentice Level – Level 1/Level 2/Level 3/Level 4
- \*Technician 1: Trade Qualification/Apprentice ID number
- \*File/image of Technicians certification or Registration Agreement for apprentice

You can indicate up to 12 Technicians

**VOC Certification**

- VOC Certification (Metro Vancouver Only) 1: Name
- VOC Certification (Metro Vancouver Only) 1: VOC certification number
- VOC Certification (Metro Vancouver Only) 1: VOC certification expiry date
- File/image of VOC Certification (Metro Vancouver Only) 1: VOC clearing the air certificate (applicable for Metro Vancouver only)

You can indicate up to 4 VOC Certifications



## Completing Company Profile Checklist - Commercial

### **HRAI (CFC Emissions) Certificate(s)**

- \*If your facility services automotive air conditioning systems provide a copy of HRAI (CFC Emissions) certificate(s). All employees that perform this function must have this certificate

### **Other**

- Any training that is not currently identified in the profile

### **Privacy**

#### **Section 30 of FIPPA – Protection of Personal Information**

- \*I understand personal information includes but is not limited to: driver's licence, credit or bank card information, customer name(s), addresses and phone numbers.
- \*Are the customers' files stored in a secure environment (inaccessible from the public)?
- \*Are the hard or electronic copies of files stored in a secure area onsite? (Yes/No)
- If no, then please explain where the information is being stored.
- \*Are the customers' files left unattended and accessible/viewable by the public?
- Is customer's personal information displayed in public areas (white/chalk board, file folders)?
- \*Is customer's personal information viewable and accessible by the public on a computer screen?
- \*Are facility/firm user ID's and passwords protected from view or access to the public?
- \*When parts ordering or sublet repairs are being completed is customer's information being removed from ICBC documentation?

#### **Storage of information**

- \*Does the facility/firm store, access or disclose personal information (arising from, connected with, or related to an ICBC claim) outside of Canada?
- If yes, provide the country where information is stored
- If yes, provide the name of Data Management Company

### **Electronic Signature**

- \*Provide electronic signature once all mandatory fields have been completed.