



**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

**Type of secondary business provided** **Please allow a Supplier Programs Coordinator to update this section**

- Air Conditioning Shop
- Aluminum Wheel Repair
- Brake & Muffler
- Dealer Body Shop
- Detailing Shop
- Frame Repair
- Glass Shop
- Heavy Equipment – Specialty/Mechanical/Trailer
- Heavy Equipment Dealer – Paint and Body
- Heavy Equipment Independent – Paint and Body
- Impound Lot Operator
- Independent Body Shop
- 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 - Collision****Owner/Signing Officer Information**

- \*Owner 1: Name
- \*Owner 1: Business address
- Owner 1: Driver's licence
- \*Owner 1: Owner percentage
- Owner 1: Do you identify as an owner belonging to an equity-seeking group?
- Owner 1: If yes, choose all that apply: 2SLGBTQIA+, Indigenous, People of colour, People with disabilities, Women
- \*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 of Municipal Business Licence or Letter of Authorization for Land Use
- \*Municipal Business Licence number expiry date
- \* WorkSafeBC account number and status
- \*ICBC vendor number if you have, or ever had one
- Please leave the number section empty**

**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
- Manager 1: ICBC Collision Repair Program training certificate number (previously Express Repair certificate number)
- \*Is Manager 1 the primary contact?



You can indicate up to 2 Managers

**Scorecard and Program Communication**

- \*Scorecard and program communications: Name
- \*Scorecard and program communications: Direct business phone number
- \*Scorecard and program communications: Business email

## Completing Company Profile Checklist - Collision

### 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?

### 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
- Admin/Front Desk 1: ICBC Collision Repair Program training certificate number (previously Express Repair certificate number)
- \*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
- Estimator 1: ICBC Collision Repair Program training certificate number (previously Express Repair certificate number)
- \*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, aluminum repair capabilities

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

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

**Facility**

**Premises**

- \*Size of premises in square feet
- \*Is the office/reception area self-contained?

**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
- Designated parking stall #1 and #2
- Designated parking signage for stall #1 and #2
- Overview from parking to customer service / office area
- View of entrance to customer service/ office area
- Customer Service / Office Area - Waiting area
- Customer Service / Office Area - 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
- \*Do you have access to current OEM repair procedures?
- \*Do you have current valid subscription to Vehicle Dimensional Data?

**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

**Structural repair equipment & measuring systems**

- \*Number of universal chainless four point anchoring systems such as floor rail fixture system(s), straightening rack(s), or bench(s), capable of anchoring unibody and full-frame vehicles
- \*Manufacturer's name and model of simultaneous three dimensional electronic measuring equipment
- \*Serial number of simultaneous three dimensional electronic measuring equipment

**Pulling Equipment capable of multiple simultaneous pulls**

- \*Equipment 1: Manufacturer's name and model
- \*Equipment 1: Serial number

 You can indicate up to 6 pieces of equipment

**Anchoring system**

- \*Manufacturer's name and model of full frame anchoring system
- \*Description of unibody anchoring system
- \*Manufacturer's name of unibody anchoring system
- \*Model number of unibody anchoring system

**Welding equipment**

- \*Amperage of MIG/Mag welder
- \*Duty cycle of MIG/Mag welder
- \*Manufacturer's name and model of MIG/Mag welder
- \*Serial number of MIG/Mag welder
- \*Amperage of pulse welder
- \*Duty cycle of pulse welder
- \*Manufacturer's name and model of pulse welder
- \*Serial number of pulse welder
- \*Manufacturer's name of squeeze type resistance welder
- \*Amperage of squeeze type resistance welder
- \*Serial number of squeeze type resistance welder
- \*Do you have oxygen acetylene welding equipment?

**Diagnostic equipment**

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

**Plastic repair system**

\*You must have a plastic repair system, and provide:

- Manufacturer and product names of adhesive/chemical bond
- Manufacturer's name of airless welder or hot air welder
- \*Plastic Repair System 1: Manufacturer's name of plastic repair system

 You can indicate up to 3 plastic repair systems

**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: Manufacturer's name
- \*Spray Booth 1: Model number
- \*Spray Booth 1: Serial number

 You can indicate up to 3 spray booths

**Aluminum repair equipment**

- Is the facility capable of aluminum repair? **(If yes, will be visible on the Smart Locator)**
- Does the facility have a work separation system that isolates aluminum vehicles from vehicles undergoing steel repairs? (Separation can be a separate room or curtain system)
- Does the facility have designated hand and/or special tools for use on aluminum vehicles to prevent from cross contamination with steel body vehicles?
- If yes, list all tools according to manufacturer specifications
- Does the facility utilize a 220V Pulse MIG welder used specifically for aluminum vehicles?
- Does the facility utilize a dent extraction system specifically designed for aluminum that contains an aluminum stud welder, heat gun, pyrometer, aluminum hammers and dent extraction system?
- Does the facility utilize a specialized aluminum SPR (Self Piercing Rivet) gun that meets or exceeds manufacturer specifications?



## Completing Company Profile Checklist - Collision

- Does the facility utilize an immersion-type, wet mix dust extraction system? (The system can be portable or a centrally installed system)
- Has the facility completed I-CAR FOR06 Structural Repair Training Course or functional equivalent?
- File/image of the certificate for I-CAR FOR06 Structural Repair Training Course or functional equivalent
- Has the facility completed I-CAR WCA05 Aluminum GMA (MIG) Welding Certification or functional equivalent?

### Other

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

### Photos

\*All photos listed below are required:

- \*Universal chainless four point anchoring systems capable of anchoring unibody and full-body vehicles
- \*Manufacturer's name, model and serial number of simultaneous three dimensional electronic measuring equipment
- \*Manufacturer's name, model and serial number of all pulling equipment capable of multiple simultaneous pulls
- \*Manufacturer's name and model of full frame anchoring system
- \*Manufacturer's name, model number and description of unibody anchoring system
- \*Manufacturer's name, model, serial number, amperage and duty cycle of MIG/Mag/Pulse welder
- \*Manufacturer's name, serial number, amperage and duty cycle of squeeze type 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

All photos listed below are required only if you have aluminum capabilities:

- Work separation system that isolates aluminum vehicles from vehicles undergoing steel repairs
- Hand and/or specialty tools designated for use on aluminum vehicles to prevent cross contamination with steel body vehicles
- 220V Pulse MIG welder specifically for aluminum vehicles
- Dent extraction system containing aluminum stud welder, heat fan, pyrometer, aluminum hammers and dent extraction system
- Specialized aluminum SPR (Self Piercing Rivet) gun that meets or exceeds manufacturer specifications
- Immersion-type, wet mix dust or pneumatic dry vacuum extraction system dedicated to aluminum dust (portable or central)
- Other additional photos

**Warranty**

- \*File/image of the written warranty

**Alternate Transportation**

- \*Do you provide rental ATS courtesy vehicles?
- \*If no, do you provide ATS courtesy vehicles (owned/leased or rental)?
- \*If you have a Temporary Substitute Motor Vehicle Agreement (TSMV) for shop owned/leased courtesy cars, provide a file/image of the TSMV
- If you have a fleet policy provide the policy number. Do not complete the section for vehicles
- Fleet policy expiry date
- If you do not have a fleet policy, indicate the number of vehicles in your inventory and complete the required vehicle information in the section for vehicles.
- Vehicle 1: Vehicle year
- Vehicle 1: Make/Model
- Vehicle 1: Licence plate number
- Vehicle 1: Registration number

 You can indicate up to 10 vehicles

**Training Requirements**

- \*List the names of employees who require ICBC Collision Repair Program training

**I-Car**

- \*Level of I-Car certification: Gold Class, Gold Class Aluminum
- I-Car recognition year
- File/image showing I-Car certificate

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

- Select all OEM certifications applicable to your facility: Aston Martin Factory Authorized Collision Repair Program, Audi Authorized Collision Repair Centre, Bentley Factory Authorized Collision Repair Facility, Ferrari Factory Certified Collision Repair Centre, etc.)

**Note:** The locked OEM certifications are updated directly by Certified Collision Care.

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

- Select all industry certifications applicable to your facility: CCR, CCC, I-CAR Gold
- File/image showing CCR and CCC certification and recognition year

**Technicians**

- \*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
- Technician 1: ICBC Collision Repair Program training certificate number (previously Express Repair certificate number)

 You can indicate up to 12 Technicians

**Unibody/Frame Measuring System**

- \*Unibody System 1: Technician name
- \*Unibody System 1: Date of completion
- \*File/image of Unibody System 1: Technical training



You can indicate up to 2 Unibody/Frame Measuring System Technicians

**OEM refinish product training/VOC Certification**

- \*OEM refinish product training/VOC Certification 1: Name
- \*OEM refinish product training 1: OEM approved refinish product
- \*OEM refinish product training 1: OEM refinish product training expiry date
- VOC Certification 1: VOC certification (applicable for Metro Vancouver only) expiry date
- \*File/image of OEM refinish product training certification
- VOC Certification 1: VOC certification
- VOC Certification 1: VOC certification number
- File/image of VOC clearing the air certificate (applicable for Metro Vancouver only)



You can indicate up to 4 OEM refinish product training/VOC Certifications

**A/C Retrofit Certificate(s)**

- \*If your facility undertakes recycling, charging and handling of refrigerants and retrofitting of vehicles from R-12 to R-134a refrigerant provide a copy of A/C Retrofit certificate(s). Must have at least one employee in facility with certificate

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

- \*If your facility services automotive air conditioning systems or perform 134A retrofits provide a copy of HRAI (CFC Emissions) certificate(s). All employees that perform this function must have this certificate

**Silicon Bronze MIG Equipment**

- \*If your facility has silicon bronze MIG equipment provide a copy of certificate(s) held by technician(s) handling silicon bronze MIG equipment

**MIG Brazing**

- \*If your facility has technician(s) who have completed the BRZ02 MIG Brazing course provide the name(s) of the technician(s) and a copy of the BRZ02 MIG Brazing certificate(s)

**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?
- 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.