



July 14, 2023

Attn: Collision Repair Program participants

RE: Supporting a Healthy Workplace

Dear collision repair participant,

We know that one of the key challenges facing collision repair partners is the growing shortage of skilled labour. In addition to the incentives we have offered to apprentices and their employers, we are taking some additional steps to further support our repair program participants. I would like to share the details of this initiative with you.

Healthy workplace culture training

We recognize the efforts repair facilities are making to foster a supportive and collaborative work environment, and we want to support you in your efforts.

We are aware of the challenges that come with retaining apprentices in our current employment climate. Additionally, we also understand the importance of having a healthy and collaborative workplace, and how training can help improve employee and apprentice retention rates.

In speaking with some repair program participants, we also understand there is an opportunity to provide additional awareness of [WorkSafeBC](#) Occupational Health & Safety policies related to a respectful workplace. Repair facilities are encouraged to visit the [WorkSafeBC](#) website for additional resources.

As a first step in this initiative, we want to support your efforts of cultivating a respectful and safe workplace by offering “Respect at Work” training to all employees who work for a Collision Repair Program facility. The Respect at Work training can supplement WorkSafeBC policies, provide additional information and considerations that can be used in the workplace.

The training is completely voluntary and free of charge. We understand there are other costs associated with employees taking training, so we are providing \$40.00 to the repair facility for each employee who completes the training.

Starting this July, training will be offered for those in leadership roles, such as owners and managers. It takes approximately 90 minutes and will be offered online with a facilitator from Hone Consulting. Those early adopters will be able to share any positive experiences with their teams and champion change.

Please find below the calendar of training sessions.

- July 25th – 10:00am to 11:30am
- August 2nd – 1:30pm to 3:00pm
- August 10th – 1:30pm to 3:00pm
- August 17th – 1:30pm to 3:00pm
- September 13th – 10:00am to 11:30am
- September 20th – 1:30pm to 3:00pm
- October 19th – 1:30pm to 3:00pm
- October 26th – 1:30pm to 3:00pm

You can register for this training immediately by emailing supplierprograms@icbc.com. You will receive a confirmation that you are registered. We will need to know those in leadership positions requesting



attendance, their position, and preferred date. We encourage you register promptly as the class size is limited to 40. When requesting a date please also select a back-up date.

To qualify for the \$40 per employee training incentive, there needs to be evidence that the employee took the training. ICBC will confirm attendance at the training with the registration. ICBC will require an invoice from the collision repair program facility and a cheque will be issued. Please review the entire procedures found on the [Partner's Page](#).

As part of our next phase, there will be virtual facilitated training sessions for those employees who work directly with apprentices. We will also be providing online, self-directed (E-learning) training to anyone who didn't have the chance to attend one of the virtual facilitated sessions. We will keep you informed when the virtual facilitated training dates and E-learning are made available. Enrollment for that training can be done at that time.

We hope you can attend one of the training sessions.

If you have any questions, our MD Account Services representatives are here to help. Please don't hesitate to reach out.

Thank you for your continued support in fostering a welcoming, safe and sustainable collision repair industry.

Sincerely,

Alden Li
Director, Claims Customer and MD strategy