



September 6, 2023

Dear Collision Repair Program participant,

## **Re: Supporting a Healthy Workplace**

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In July we announced an initiative to support our collision repair partners' efforts in fostering a supportive and collaborative work environment by offering complimentary training. We're now moving forward with the next phase of this initiative to build upon the learning and growth that you've already achieved.

### **Healthy workplace culture training for all employees**

As mentioned above, the first step of this initiative was providing training for those who work in leadership roles at Collision Repair Program facilities. We've received positive feedback from those who have completed the training.

For the next phase of this initiative, we'd like to continue providing support to our collision repair partners by offering the training to all employees who work for a Collision Repair Program facility. Everyone's time is valuable; we aim to ensure everyone has a convenient way to complete the training. We'll be offering two options for Collision Repair Program facility employees: a scheduled virtual Zoom meeting with a facilitator or an online self-directed course that can be completed at the employee's convenience.

I want to assure you the training is completely voluntary and free of charge. As was the case with the first round of training, we'll be providing \$40.00 to the repair facility for each employee who completes the training. For more information please visit our [Partner's Page](#).

Later this month, the virtual Zoom meetings with a facilitator will be available to all Collision Repair Program facility employees. The meetings are approximately 60 minutes and are offered online with a facilitator from Hone Consulting. In an effort to accommodate employee's schedules, morning, afternoon and evening sessions will be available.

Please find below the calendar of training sessions.

- September 21<sup>st</sup> – 1:30pm to 2:30pm
- October 25<sup>th</sup> – 5:30pm to 6:30pm
- November 23<sup>rd</sup> – 10:00am to 11:00am
- December 13<sup>th</sup> – 5:30pm to 6:30pm
- January 31<sup>st</sup> – 1:30pm to 2:30pm
- February 21<sup>st</sup> – 10:00am to 11:00am

Registration for the virtual Zoom meetings with a facilitator is open now and you can email [supplierprograms@icbc.com](mailto:supplierprograms@icbc.com) to register members of your team. After registering, you will receive a confirmation email. We will need to know the names of all the employees you are registering, as well as their preferred training date.

The online self-directed course will be available for repair facility employees starting October 2nd, and the training can be completed at their convenience. To register for the online course, please email [supplierprograms@icbc.com](mailto:supplierprograms@icbc.com) with the names of the employees who would like to register for the course. We will then provide you with the website link and an access code. When completing the course, the employee will be required to enter their name, their organization's name, and their access code.



### Space remaining in Leadership Training Sessions

There is also availability in the remaining online leadership training sessions for those in leadership roles. If you're interested in registering for one of the remaining leadership training sessions please email [supplierprograms@icbc.com](mailto:supplierprograms@icbc.com).

Please find below the calendar of remaining leadership training sessions.

- September 20 – 1:30pm to 3:00pm
- October 19 – 5:30pm to 7:00pm
- October 26 – 1:30pm to 3:00pm

We're encouraged with the positive feedback we've received so far from those who have completed the training and we'd like to build on that momentum. I'm hopeful members of your team 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,

Shane Loiselle

Manager, MD Programs Service