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supplierprograms@icbc.com

October 27, 2026

Hello Everyone,

I'm writing to let you know we're replacing the roof at our Lower Mainland Salvage (LMS) facility. Construction, starting with scaffolding installation, will begin on or about Wednesday, October 28, 2026, reducing access through the incoming and outgoing gates while the work is underway.

We expect construction to last through January 2027.

What this means for towing operations

- **Single-lane entry and exit:** Scaffolding around the main building will reduce the incoming and outgoing gates to one lane each.
- **Potential delays during business hours:** Drivers dropping off or picking up vehicles may experience delays **entering or exiting** the yard. Drivers picking up purchased salvage vehicles will no longer be able to use the second incoming lane to bypass vehicles being dropped off.
- **After-hours drop-offs remain accessible:** Towing companies with after-hours access can continue to use the overnight yard. Access directly into this area will remain fully available.

If you have questions or concerns about the roof work or access to the LMS yard, please email us at CC80@icbc.com.

We know delays can affect your schedule, and we're working to minimize disruption and keep vehicles moving through the yard. Thank you for your patience and cooperation while this work is completed.

Sincerely,

Gary Khakh

Business Process Advisor