



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 - Glass**Owner/Signing Officer Information**

- *Owner 1: Name
- *Owner 1: Business address
- Owner 1: Driver's licence
- *Owner 1: Owner percentage
- ICBC Glass Repair Program training certificate number (previously Express Repair certificate number)
- *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 a Municipal Business Licence 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
- 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 (if applicable)
- Manager 1: Business email (if applicable)
- *Manager 1: Date of employment or active in role
- Manager 1: ICBC Collision Repair Program training certificate number (previously ICBC Glass Express training)
- *Is Manager 1 the primary contact?



You can indicate up to 2 Managers

Scorecard and Program Communications

- *Scorecard and Program Communications: Name
- *Scorecard and Program Communications: Direct business phone number
- *Scorecard and Program Communications: Business email

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 (if applicable)
- Alternate Contact: Direct business phone number (if applicable)
- 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 (if applicable)
- *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 Glass Express training)
- *Is Admin/Front Desk 1 the primary contact?



You can indicate up to 3 Admin/Front Desk staff

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: Mobile glass replacement/repair, Courtesy transportation, Advanced Driver-Assistance Systems (ADAS)

*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.

Facility
Premises

- *Number of glass stalls in a controlled environment
- *Size of premises in square feet
- *Is the office/reception area self-contained?



Completing Company Profile Checklist - Glass

Photos

*All photos listed below are required:

- Free standing business signage
- Business signage affixed to building
- Other additional signage (optional)
- Customer service area including designated parking stalls
- Overview of parking lot
- Office area
- View of entrance to office
- Waiting area
- Service counter
- Access route to washroom
- Washroom
- Repair/Replace stalls in a controlled environment
- Other additional photos

Technology Requirements

- *Review [Recommended Technology Requirements](#) to ensure your facility meets minimum technology requirements
- *List digital camera available at the facility
- *Do you have access to current OEM repair procedures?

Equipment

Review the [glass program equipment list](#) to ensure your facility meets minimum equipment requirements for the following:

- *Tape kits
- *Urethanes
- *Urethane primer (provide manufacturer and product name)
- *Installation products (provide the name of the glass prep/primer product at the facility)

Rust Treatments

- *Do you have inhibitors, primer and sealer?

Cleaning Products

- *Do you have cleaner compatible with urethane products?

ADAS Calibration

- If you have access to ADAS calibration equipment, then provide the manufacturer's name, model number and serial number of the equipment

Tools

- *Details can be found in the [glass program equipment list](#)

Other

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

Photos

*All photos listed below are required:

- Urethane OEM approved with maximum 1 hour SDAT
- Urethane manufacturer's name
- Urethane product name
- Urethane body primer
- Glass prep/primer product name
- Paint-friendly moulding retention tape
- Universal vapour barrier material
- Temperature and humidity gauge (hygrometer)
- Laminated glass chip repair system manufacturer and product names
- ADAS equipment (if applicable)
- Calibration equipment (if applicable)

Warranty

- *File/image of the written warranty

Training Requirements

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

OEM Brands Serviced (These selections will be visible on the Smart Locator)

- Select all OEM brands serviced by your facility: Fiskar, Lucid, Rivian, Tesla

Industry Certifications (This selection will be visible on the Smart Locator)

- Select industry certification if applicable to your facility: CAGS

Automotive Glass Technician 1

- *Automotive Glass Technician 1: Name
- *Automotive Glass Technician 1: Date of employment or active in role
- *Automotive Glass Technician 1: Trade qualification number
- *Is Automotive Glass Technician 1 an apprentice?
- Automotive Glass Technician 1: Apprentice number
- *File/image of Automotive Glass Technician 1 certification or registration agreement for apprentice
- Automotive Glass Technician 1: ICBC Glass Repair Program training certificate number (previously Glass Express Repair certificate number)

 You can indicate up to 12 Automotive Glass Technicians

Other

- List 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?
- Are customer’s personal information displayed in public areas (white/chalk board, file folders)?
- *Are customer’s personal information viewable and accessible by the public on a computer screen?
- *Are facility/firm user IDs 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.