



Glass Repair program guide

Table of contents

1. Scope 1

1.1. Benefits 1

2. Application Criteria 2

2.1. Good standing 2

2.2. Trust. 2

2.3. Business operations 3

2.4. Glass Repair Agreement. 3

3. Applicants 4

3.1. First time applicants 4

3.2. Sale and acquisition of a Program facility to a first time applicant 4

3.3. Current Program Participants expanding or acquiring new locations. 5

4. Program Requirements 6

4.1. Facility. 6

4.1.1. Management and Administration. 6

4.1.2. Collection of Personal Information. 6

4.1.3. Hours of Business 7

4.1.4. Vehicle Storage 8

4.2. Computer Technology. 8

4.3. Equipment and Materials 8

4.3.1. Technical reference materials 8

4.4. Training and certification 8

4.4.1. Certification of technicians. 8

4.4.2. Program administrative training 9

4.5. Safe, Proper Repairs and Replacements 9

4.6. Glass Replacement Warranty 9

5. Post Acceptance Program Activities 11

5.1. Tiering 11

5.2. Tiering at Program Intake and Annual Tiering Evaluation. 11

5.3. Assessment Tier	12
5.4. Tiering Benefits	13
5.5. Glass Repair Network Locator	13
5.6. Tier 1 Rebates.	14
5.6.1. Definitions	14
5.6.2. Repair Ratio	14
5.6.3. Eligibility	14
5.6.4. Rebate Tier	15
5.6.5. Controls	16
6. Performance Management	17
6.1. Overview	17
6.2. Performance Management Mechanisms/Tools	17
6.3. Key Performance Indicators.	17
6.3.1. Individual Participant KPI Report.	17
6.4. Quality Assurance	18
6.4.1. QA Assessments.	18
6.4.2. Measuring QA	18
6.4.3. Scope and Frequency	21
6.4.4. Outcomes	21
6.4.5. Quality Assurance Performance Measures	21
6.4.6. Disputing QA Assessments	21
6.5. Audits	22
6.5.1. Frequency/Triggers	22
6.5.2. Outcomes	22
6.6. Performance Reviews	23
6.6.1. Frequency/Triggers	23
6.6.2. Performance Review Outcomes	23
6.6.3. Performance Review 1 (PR1) — 90 days	23
6.6.4. Performance Review 2 (PR2) — 180 days	24
6.6.5. Performance Review 3 (PR3) — 270 days	24
6.7. Development Rates	25

- 6.8. Erratic Performance 25
- 6.9. Supplier Conduct Committee 25
 - 6.9.1. Referral to Supplier Conduct Committee 25
 - 6.9.2. Outcomes 26
 - 6.9.3. Termination of the Agreement. 26
- 7. Windshield repair 27**
- 7.1. Eligibility 27
- 7.2. When repairs are ineligible 27
- 7.3. Failed Windshield Repairs 28
- 8. Program standards 29**
- 8.1. Business practices 29
- 8.2. Standards for initiating, processing or invoicing a claim. 29
- 38.4. Offering or providing discounts or rebates 30
- 8.5. Limitation Periods 30
 - 8.5.1. Two-Year Limitation Period (Date of Loss) 30
- 9. Image and Documentation Requirements 32**
- 9.1. Digital Images. 32
- 9.2. Supporting Documentation and Storage 34
- 9.3. System Outages 35
- 10. Advertising 36**
- 10.1. ICBC Repair Network logo usage 36
- 10.2. Permission to use the ICBC Repair Network Top Performer logo 36

1. Scope

The ICBC Glass Repair Program (the “Program”):

- accredits glass repair facilities that achieve and maintain the highest standards for customer service and quality repairs
- ensures that customers receive efficient, cost-effective repairs that meet the highest industry standards for safe, proper repairs and replacements
- provides participants with access to business systems and software to efficiently invoice glass repairs and replacements for ICBC customer vehicles, and
- recognizes the investments that participants make in training, equipment, productivity and customer service.

Glass Repair Program participants (“Participants”) and ICBC work cooperatively to establish an effective and efficient business relationship that benefits our mutual customers. Participation in the Program is voluntary for glass repair facilities that meet and maintain the Program requirements and sign the Glass Repair Program Agreement.

Participants must adhere to policies and procedures as set out in the ICBC Material Damage Claims Procedures, this Program Guide (together referred to as the “Manuals”), and the Glass Repair Agreement. Where conflicting requirements occur in the Manuals the provisions of the Program Guide will take precedent. Where there are conflicting requirements between the Manuals and the Glass Repair Agreement, the Glass Repair Agreement will take precedent.

1.1. Benefits

The benefits of the Program include:

- Increased claim efficiency and ability to service customers outside of regular ICBC claims office hours
- ICBC and Participants working together to continuously improve service efficiency for customers
- Participant eligibility to receive maximum labour rates set out on the ICBC’s Business Partners Page (the “Partners Page”) (as amended from time to time)
- Enhanced marketing and exposure for Tier 1 and Tier 2 Participants, which may include value added services (language options), Calibration equipment and other customer relevant information
- Eligibility for the Glass Rebates providing financial rewards to Tier 1
- Participant ability to initiate and invoice ICBC directly for qualified windshield repairs and glass replacements.

2. Application Criteria

A glass repair facility interested in enrolling in the Glass Repair Program is required to meet and maintain necessary qualifications as stated in this Guide. Each location of the facility, company or franchise must qualify separately. Unless directed otherwise by ICBC, Participants that are terminated from the Program (whether by choice or by ICBC) must wait at least 12 months following termination before reapplying. Reapplications must follow the first time application process.

2.1. Good standing

All facilities, companies, or franchises must meet ICBC's definition of good standing.

Good standing means that a facility, including its staff and management:

- complies with and has a history of compliance with all regulatory and contractual obligations relating to operation of a glass repair facility
- is not subject to any form of sanction, suspension or disciplinary censure relating to the operation of a glass repair facility, and
- demonstrates a history of trustworthy relationships with business suppliers and insurance providers.

2.2. Trust

Applicants must demonstrate a level of trust between their management and/or ownership and ICBC, evidenced to ICBC's satisfaction by a:

- documented history of compliance with the Manuals by facility management within the previous twelve (12) months, and
- history of successful management of a glass repair facility for a continuous period of one year within the last three years.

ICBC assesses previous compliance and determines if management history has been successful by reviewing documented performance history including but not limited to:

- Supplier Conduct Committee (SCC) submissions and sanctions, and
- results from completed performance reviews, KPIs and audits conducted by ICBC.

Alternatively, applicants may demonstrate a history of successful management within the glass repair industry or equivalent for a continuous period of one year within the last three years, evidenced to ICBC's satisfaction, if applicable.

Note: References and/or a business plan may be requested for review.

2.3. Business operations

All Program applicants must:

- be solvent and meet their financial obligations to third parties as they become due
- have no outstanding tax demand, garnishing order or court order against them
- not be the subject of a proceeding for bankruptcy or the relief of creditors that has not been discharged
- pay the Supplier Administration fee of \$85.00 + GST
- have no evidence of documented poor quality repairs or replacements in the last twelve (12) months prior to application, and
- have not used any of ICBC's proprietary marks without authorization.

Participants are required to provide ICBC with details that support their ability to meet application criteria and the minimum requirements outlined in the Guide through the "Integral" link on the Partners Page. Integral is an external application in which Participants' profiles are entered and maintained.

2.4. Glass Repair Agreement

All Participants must sign the Glass Repair Agreement (the "Agreement") to be granted entry into the Program. The Agreement start date is the date the Participant is granted entry into the Program.

3. Applicants

3.1. First time applicants

First time applicants may be approved if they meet the minimum Program requirements in this Guide, including but not limited to business standing, personnel, training, facility and equipment requirements, as well as the terms and conditions of the Agreement. First time applicants must pay Supplier Administration fee of \$85 plus GST.

All first time applicants must provide their individual location information.

New entrants are admitted to the Assessment Tier. Key performance indicator (KPI) data is collected for 12 consecutive months following Program entry (the “Assessment Period”).

Participants that achieve minimum thresholds (“Tier 2 Minimum Thresholds”) are promoted to Tier 2 after the Assessment Period. If minimum thresholds are not met by the end of the Assessment Period, the Participant will exit the Program and the Agreement will be terminated.

3.2. Sale and acquisition of a Program facility to a first time applicant

First time applicants can enter the Program if they are purchasing a current Participant’s facility. ICBC’s consent is required to maintain Program participation when there is a change of ownership or control of a Participant’s facility.

The current owner of the facility must provide ICBC with written notice of their intention to sell and an application from the purchaser with supporting documentation, which may include resumes and a business plan, at least 30 days before the closing date.

Failure to meet this timeline may result in ICBC withholding its consent to approve the purchaser as a Participant and to assign or reissue the Agreement.

Purchasers must meet the minimum requirements set out in Application Criteria section of this Guide. ICBC may consent to the assignment if the purchaser is able to continue to meet the Program requirements in this Guide, including but not limited to business standing, personnel, training, facility and equipment requirements, as well as the terms and conditions of the Agreement. At its sole discretion, ICBC may withhold its consent or impose conditions on its consent.

If the purchaser wishes to qualify immediately for the selling Participant’s benefits (tier placement, KPI history and completed Integral profile), they must provide written confirmation that they intend to cover all potential warranty issues that may arise from previous ownership.

New applicants that do not take on the selling Participant’s warranty commitments are assessed for tiering purposes as a first time applicant.

3.3. Current Program Participants expanding or acquiring new locations

Current Program Participants seeking to expand may apply for Program entry for new locations. If a Program Participant wishes to purchase an existing Program facility and qualify immediately for the selling Participant's benefits (tier placement, KPI history and completed Entegral profile), they must provide written confirmation that they intend to cover all potential warranty issues that may arise from previous ownership.

Participants expanding into new locations that do not take on the warranty commitments of a purchased Program facility are placed in Tier 2 for a minimum of 12 months before any applicable tiering changes are made.

Participants applying to expand may be placed in the Assessment Tier if they are not in good standing as defined in this Guide.

ICBC must be provided, at least 30 days before the closing date, with:

- written notice from the current owner of their intention to sell if the seller is a Program Participant, and
- an application from the purchaser with supporting documentation (which may include resumes and a business plan).

Failure to meet this timeline may result in ICBC withholding its consent to approve the purchaser as a Participant and to assign or reissue the Agreement. A Supplier Administration fee of \$85 plus GST is applicable for each new or purchased location.

4. Program Requirements

4.1. Facility

To successfully enroll and maintain their status in the Program, each facility must ensure that:

- the customer reception area is separate from the repair area(s), with its own direct entrance, and
- all areas accessible to customers are kept clean, sanitary, professional and welcoming to all customers and ICBC employees.

Each Participant must operate out of a permanent location. While mobile glass services are permitted, windshield repairs and replacements cannot be completed at a temporary location meant to facilitate or attract multiple customers (for example, tent or kiosk locations in a parking lot).

Each facility must comply with all applicable:

- requirements in the Material Damage Claims Procedures
- building codes, regional district and/or municipal by-laws and regulations
- Provincial and Federal legislation, including all environmental regulations
- privacy legislation including but not limited to the Freedom of Information & Protection of Privacy Act ("FIPPA") and,
- WorkSafeBC occupational health and safety requirements.

4.1.1. Management and Administration

Facility management approved at the time of acceptance must be maintained for a minimum of six months after Program entry. A repair facility may request approval of additional or alternate management personnel from time to time.

Each Participant must appoint a member from their staff as the primary contact point between ICBC and the facility. The contact must be assigned full authority to give and receive all communications regarding all Program matters, including

- performance management
- tier status
- regional ranking, and
- scorecard information.

4.1.2. Collection of Personal Information

ICBC is authorized to collect personal information, pursuant to section 26 of FIPPA, for the purposes of reviewing staff qualifications and qualifying the repair facility as a Participant in the Program.

Participants enter ownership information and staff qualifications in Entegral, and must advise employees working on ICBC claims that the information below is

- shared with ICBC
- stored in Entegral, and
- accessible to ICBC employees handling program administration and performance.

Personal information	Business contact information
<ul style="list-style-type: none">• Apprentice number• Apprentice status• Certification document• Certification expiry date• Date of employment or active in role• Description of training• Driver's licence number• Percentage of ownership (facility owners only)• Signing officer• Trade qualification number• Training certificate document• Training certificate number	<ul style="list-style-type: none">• Automotive trade designation• Business address• Business email• Business phone number• Employee name• Primary business contact

4.1.3. Hours of Business

Participants must:

- maintain business hours in alignment with local ICBC Claims offices, which are typically 8:30 am to 5:00 pm, Monday to Friday
- ensure that there is a staff member on site during business hours who has received glass repair program training to write estimates in accordance with program standards, and
- advise ICBC of any repair facility closures that occur due to unforeseen circumstances, to reduce possible delays for their mutual customers.

Note: Statutory holidays are foreseen circumstances.

4.1.4. Vehicle Storage

Facilities must have secured storage for all customer vehicles. If the secured storage capacity of the facility is insufficient to meet the facility's vehicle volume, off-site secure storage must be provided. Addresses of any off-site storage facilities must be included on the facility's garage and commercial general liability policies.

Key storage, including drop-off boxes, must be safe and secure. Mail slots are not acceptable.

4.2. Computer Technology

Participants must ensure that they are technologically capable of maintaining communication with ICBC, including, but not limited to, having an email account with an internet service provider that is compliant with FIPPA. Participant use of business systems must also comply with FIPPA.

Participants must meet and maintain, at their own cost, ICBC's minimum technology requirements, which are published on the Partner's Page. ICBC may conduct an inspection to ensure that minimum technology requirements are met.

Important: The minimum requirements are subject to change at any time. The cost of any technological updates/upgrades is the sole responsibility of the Participant.

4.3. Equipment and Materials

Participants are required to have equipment onsite capable of completing safe, proper repairs and replacements. Please refer to the Partners Page for a current list of the minimum required tools and equipment.

Important: The minimum requirements are subject to change at any time. The cost of any updates/upgrades is the sole responsibility of the participant.

4.3.1. Technical reference materials

Each facility must have access to manufacturer repair procedures for vehicles, when applicable, including but not limited to advanced driver assist systems (ADAS) calibrations.

4.4. Training and certification

4.4.1. Certification of technicians

All technical personnel working on ICBC claims must hold a British Columbia recognized trade qualification, or be a registered apprentice, in the Glass Technician trade.

Important: Glass Technician certificate numbers must be entered on all ICBC glass invoices submitted to ICBC for payment.

4.4.2. Program administrative training

ICBC provides Program [administrative training](#) (“Program Training”) for Participants. Staff members who access Glass Web Express (GWE), as well as the facility manager and the owner(s) or their authorized representatives signing officer (some exclusions may apply), are required to complete the Program Training.

Participants must ensure that at least one staff member who has received the Program administrative training course provided by ICBC is on site at all times during program hours to write a complete and accurate estimate according to the Program standards on all ICBC glass invoices.

4.5. Safe, Proper Repairs and Replacements

Prior to accepting any work, Participants must determine whether they are capable of completing:

- safe, proper work that is subject to a warranty, including calibration work when required, and
- the work that they take on, including sublet when permitted.

If the Participant is incapable of doing so, the Participant must refuse the work or document accordingly (see section 9.2). ICBC does not compensate Participants for supplementary or incidental claims costs that are over and above what is necessary to complete the actual repair or replacement. Participants should determine the schedule for calibration work directly with customers.

Participants must follow manufacturer repair and replace procedures related to ADAS.

4.6. Glass Replacement Warranty

Participants must provide a written limited glass replacement warranty to vehicle owners (the “Warranty”). This Warranty:

- applies only as long as the registered owner owns the vehicle
- certifies that work completed is performed to the Safe, Proper Repair and Replacement standards outlined in this Guide
- applies to workmanship and materials
- applies up to the period of time as specified by the parts supplier
- must contain the:
 - ICBC claim number
 - facility name
 - customer name, and
 - vehicle information.

Warranty exclusions may include but are not limited to damage caused by or resulting from unreasonable use, maintenance or care of the vehicle.

Participants are given an opportunity, with the customer's consent, to correct sub-standard glass replacements promptly under the Participant's warranty, absent extraordinary circumstances.

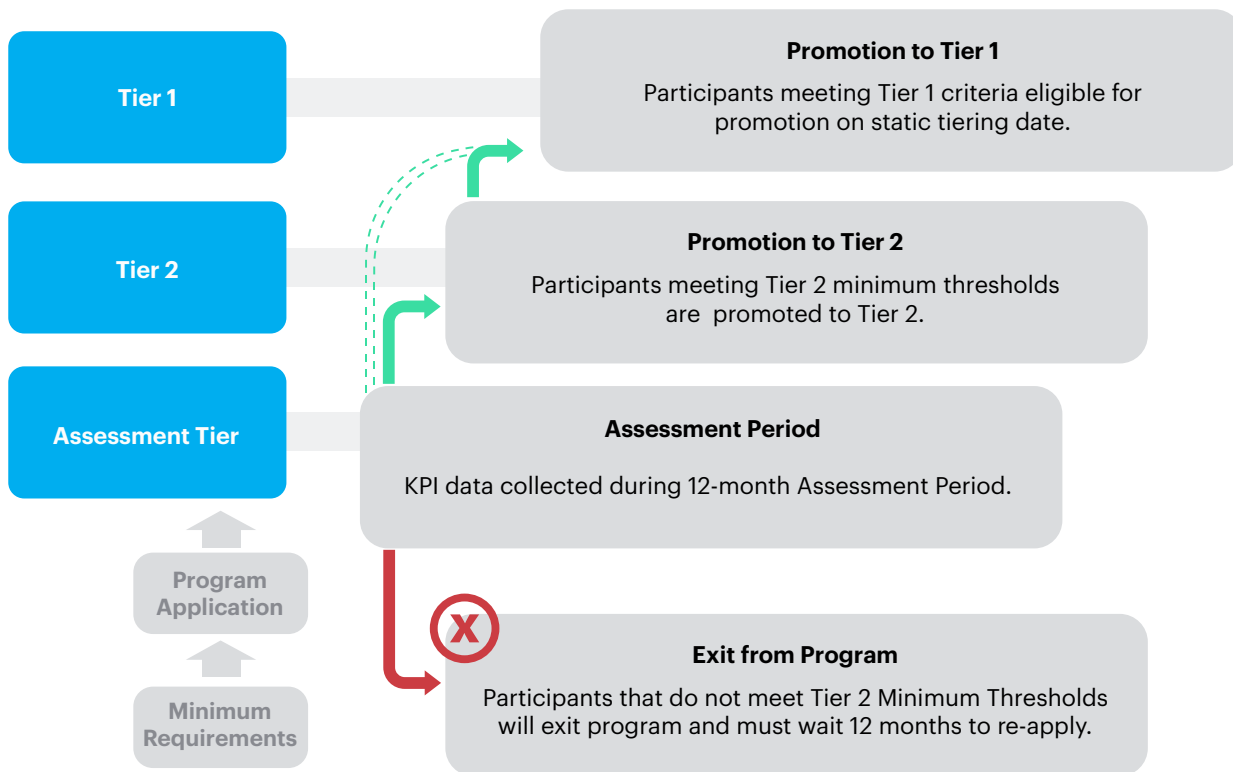
Alternatively, in situations where extenuating circumstances exist, the Participant can arrange to have work corrected at a secondary Program facility with the customer's authorization. A written agreement is required between the secondary Participant and the original Participant regarding the terms of the Warranty and the corrective work required.

The Participant is responsible for resolving workmanship issues involving a secondary Program facility contracted by the Participant.

5. Post Acceptance Program Activities

5.1. Tiering

The Tiering model is used to measure and Tier Participants based on performance.



5.2. Tiering at Program Intake and Annual Tiering Evaluation

A new Program applicant that successfully completes the application process is placed in the Assessment Tier. Applicants entering the Program through expansion or acquisition should review Applicants section of this Guide. All Participants are evaluated based on key performance indicator (KPI) data starting from the date of acceptance and continuing on a consecutive twelve (12) month basis.

Annual tiering for all Participants who have completed their Assessment Period takes place on a set date (the "Static Tiering Date"). Annually Participants must accrue 12 consecutive months of KPI data (the "Tiering Measurement Period") to be eligible for tiering on the Static Tiering Date.

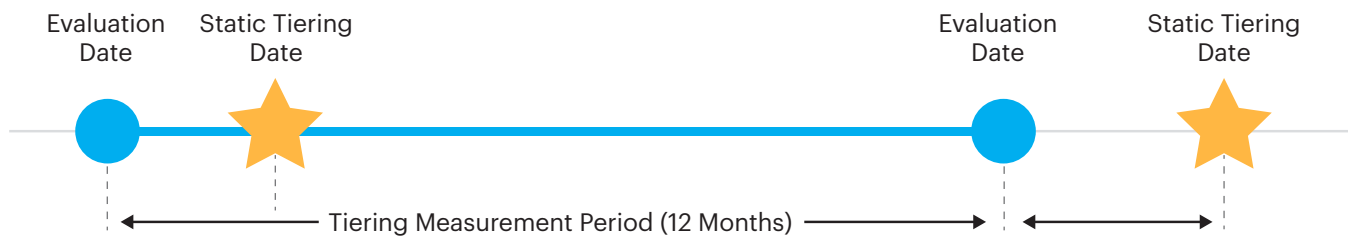
Participants that have completed their Assessment Period and meet or exceed the Tier 1 Repair Ratio thresholds during the Tiering Measurement Period are eligible for Tier 1.

Participants that do not qualify for Tier 1 but meet the Tier 2 Minimum Thresholds at the end of the Tiering Measurement Period are placed in Tier 2.

ICBC sets the Tier 2 Minimum Thresholds based on data for each region, and

- are communicated to all Participants annually, and
- may include, but are not limited to, performance metrics and claim volume.

Tier 1 or Tier 2 Participants that do not meet the Tier 2 Minimum Thresholds at the end of the Tiering Measurement Period are placed in the Assessment Tier.



Participants placed in the Assessment Tier on the Static Tiering Date that have met the Tier 2 Minimum Threshold at the end of the next Tiering Measurement Period are promoted out of the Assessment Tier.

At ICBC's sole discretion, Participants placed in the Assessment Tier on the Static Tiering Date that have not met the Tier 2 Minimum Threshold at the end of the next Tiering Measurement Period must exit the Program and the Agreement is terminated. In determining whether to exercise its discretion, and without any obligation to do so, ICBC may consider, among other things, regional capacity.

5.3. Assessment Tier

Assessment Tier Participants:

- are listed on the Glass Repair Network Locator.
- are eligible for straight through payment for invoices received by ICBC that do not have damage line item exceptions
- must provide all photo and documentation as outlined in section 9 Image and Documentation Requirements
- are not eligible for Tier 1 Rebates, and
- receive invoice payments on 30 day cycles.

5.4. Tiering Benefits

Benefit	Tier 1	Tier 2
Listed on the Glass Repair Network Locator and are promoted ahead of Tier 2 and Assessment Tier Participants	✓	
Listed on the Glass Repair Network Locator, and promoted ahead of Assessment Tier participants		✓
Receives increased invoice and payment efficiencies for invoices with damage line item exceptions	✓	✓
Eligible for straight through payment for invoices received by ICBC that do not have damage line item exceptions outlined in Section 9.	✓	✓
Eligible for Tier 1 Rebate payments	✓	
Receive invoice payments on 14 day cycles	✓	✓
Not required to obtain customer signature on Windshield Replacement Form	✓	✓

5.5. Glass Repair Network Locator

ICBC uses an external customer facing locator displaying the Participant facility's location geographically based on the customer's preferred location. Participant locations are listed relative to their current annual Tier status.

If provided to ICBC by the Participant, the locator also displays and can be filtered by the following information:

- facility contact information and business hours
- national third party Glass repair certification programs
- value added services such as courtesy transportation, mobile glass repair/replacement and ADAS services, and
- languages spoken at facility

5.6. Tier 1 Rebates

5.6.1. Definitions

Measurement for Tier 1 Rebates commences on October 1, 2023. No rebates will be issued for any period preceding that date. Tier 1 Rebates reward high-performing Participants through

- rebating a portion of the National Auto Glass Specifications (NAGS) discount applied on claims paid during the applicable Tiering Measurement Period, and,
- paying an amount per windshield repair claim paid during the applicable Tiering Measurement Period.

5.6.2. Repair Ratio

A Participant's Repair Ratio provides insight into how effective the Participant is at identifying opportunities where a windshield can be safely repaired, instead of being replaced. It is calculated by comparing the number of windshield repairs to the total number of windshield repairs and replacements performed by the Participant.

Avoiding a windshield replacement through repair can

- significantly reduce the average cost per claim, and
- provide a cost-effective solution to policy holders.

Important: Vehicles with a GVW greater than 8,800 kg are excluded from the Repair Ratio KPI Calculation.

$$\text{Repair Ratio} = \frac{\text{Windshield Repairs}}{\text{Windshield Repairs} + \text{Windshield Replacements}}$$

5.6.3. Eligibility

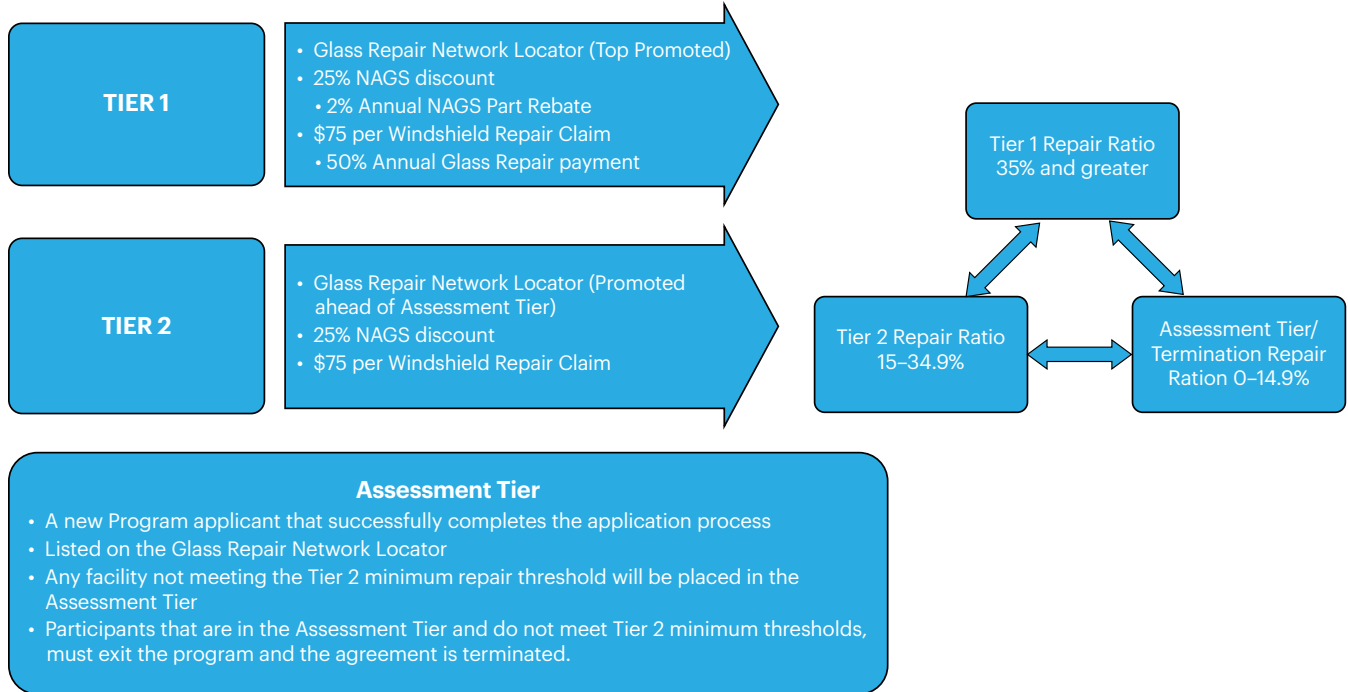
The Tier 1 Repair Ratio Threshold is set and communicated, generally annually, to Participants. Participants placed in Tier 1 are eligible to receive the Tier 1 Rebate, as determined by ICBC, for claims paid during the Tiering Measurement Period ending on the applicable Evaluation Date.

Participants are not eligible for Tier 1 Rebates when they

- have a repair ratio below the Tier 1 Repair Ratio Threshold for the Tiering Measurement Period ending on the applicable Evaluation Date
- have been placed in a Performance Review 2 during the Tiering Measurement Period ending on the applicable Evaluation Date, or
- show Erratic Performance, as defined in subsection 6.9 of this Guide.

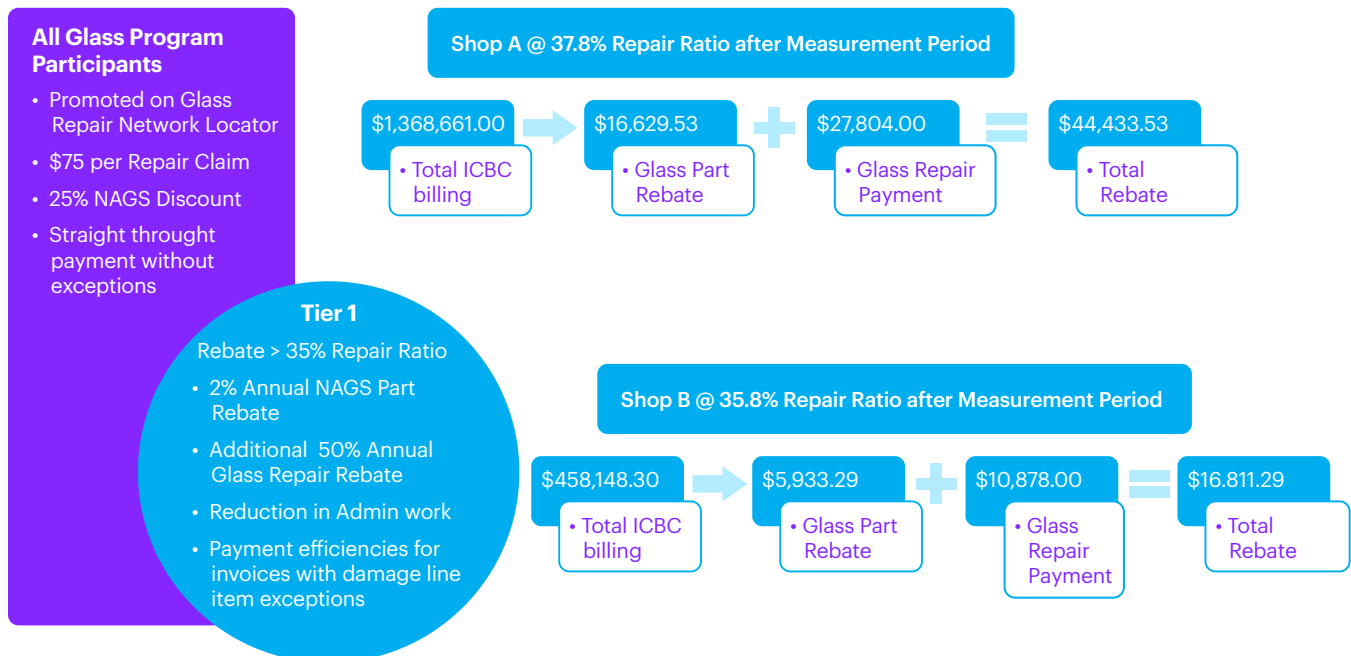
Important: ICBC reserves the right to modify Tier 1 Rebates if changes to technology and/or regulations occur.

Glass Repair program guide



5.6.4. Rebate Tier Example

The following hypothetical example illustrates how the distribution of the rebates would be determined.



5.6.5. Controls

Regional and facility level controls exist to prevent

- fraud
- unsafe repair/replacement practices, and
- negative customer impacts.

Controls include:

- participant claim volumes, such as unexplained spikes in windshield claims are investigated, and
- customer complaints, such as unjustified refusals or selective acceptance of jobs which result in customers being turned away may be investigated.

Important: Participants may become ineligible from receiving a Tier 1 Rebate payment if fraudulent, unsafe or egregious practices are identified with their performance.

6. Performance Management

6.1. Overview

A performance management model has been developed and is used in the Program to:

- support the Program
- monitor and promote Participant performance and compliance with ICBC policies and standards
- minimize potential financial risks to ICBC through the use of appropriate auditing controls, and
- help identify potential opportunities to improve both the administration and technical aspects of the glass claim process for the benefit of customers, ICBC and Industry.

6.2. Performance Management Mechanisms/Tools

The model is comprised of five primary mechanisms/tools:

- Key Performance Indicators (KPI)
- Quality Assurance (QA)
- Audits
- Performance Reviews

6.3. Key Performance Indicators

KPIs are central to the Program and are utilized to monitor performance and for Tier placement. Participants are notified in advance of any changes to KPIs or their weighting.

6.3.1. Individual Participant KPI Report

A Participant's performance is measured against regional results and ICBC provides Participants with their individual KPI results on a monthly basis. The monthly report allows a Participant to see how their KPIs are performing within their region.

KPI measures represent different elements of the repair process, but only repair ratio is measured for the purposes of Tiering and performance ranking.

Glass claim severity, the customer service index (CSI) and the Failed Windshield Repair Ratio are

- visible on the individual Participant's KPI report, and
- monitored by ICBC.

They are not measured for the purposes of KPI scoring and do not impact the Participant's program rank. Each KPI is measured regionally and a score is calculated.

6.4. Quality Assurance

QA is a mechanism for the monitoring and evaluation of the Participant's adherence to ICBC's Program standards.

6.4.1. QA Assessment

QA Assessments have several purposes, including:

- documenting estimating practices, including adherence to policy/procedures and accurate damage entries
- identifying and/or following up on potential performance and/or compliance issues
- confirming a Participant's positive estimating practices
- responding to customer concerns
- suggesting methods of improvement and providing guidance on specific issues if/as required, and
- identifying serious issues.

6.4.2. Measuring Quality Assurance

QA assessments include review of the following areas.

Core Estimate	
The customer GST or PST registrant status were identified correctly.	Participants are required to identify if the customer is a GST registrant and the percentage or if the customer is PST exempt.
Damage reported was consistent with the loss type.	Participants are required on all claims to confirm whether or not the damage appears consistent with the circumstances of the reported loss.
The VIN identified in the uploaded image matched the vehicle VIN.	Participants are required to validate the VIN identified in the Glass Web Express (GWE) system with the customer registration.
Authorization was received prior to work being completed.	Participants must receive PGO authorization when required and noted in the Program Manuals.
All parts, prices, and discounts were invoiced correctly.	Participants are required to ensure all part pricing with appropriate discounts and markups are invoiced correctly.
Correctly identified ADAS requirements in GWE.	Participants must correctly identify, in GWE, who completed the ADAS calibration, the calibration type, and its cost.

Documentation	
An invoice or packing slip was provided for moulding replacement.	When mouldings are replaced (with a retail price of \$101 or more) OEM/Aftermarket parts must be supported by a copy of the invoice.
The packing slip or barcode label for additional part(s) was attached to the claim.	When rain sensors, gel pads, clips are replaced the bar code (if aftermarket) or invoice (if OEM) needs to be retained.
The part number was identified on the invoice.	Participants are required to ensure all original invoices are labelled with the applicable part number.
Documentation was provided to support completed and required ADAS calibration.	Participants are required to provide supporting documentation identifying calibration requirement and successful completion.
The applicable deductible amount was collected in full from the customer or their representative, if applicable and the receipt for the deductible was attached to the claim.	<p>Participants must collect the ICBC policy deductible in full from the customer, where applicable, as identified on ICBC glass claims.</p> <p>Participants must be able to supply a copy of the receipt documenting the method of deductible and tax payment from the customer, when applicable. Credit/debit card transaction slip must be retained on file.</p>
Documentation is available for invoice review and/or QA assessment.	Participants are required to upload claim documentation when flagged for review or within 7 calendar days of notification of QA.
Signed Windshield Replacement Form	Assessment Tier Participants must obtain customer signature on Windshield Replacement Form for all claims where customer elects to replace a repairable windshield.

Policy & Procedure	
The vehicle was not owned / leased by the Participant, or any family member or employee of the Participant.	Participants must not initiate a claim for any vehicle owned or insured by the Participant, their immediate family, any of their employees, or for any vehicle received as a sublet from another facility.
The Failed Windshield Repair policy was followed correctly.	Participants must contact Provincial Glass Operations (PGO) to inform of a possible failed windshield repair.
The Technician ID field was correctly identified in GWE.	Participants are required to correctly identify the corresponding Technician ID that completed the glass replacement or repair work.
The Insured's Statement was completed.	Participants are required to have the customer sign the bottom part of the most current (at the time of delivery) version of the CL14BX/R to indicate their satisfaction with the work completed.
The Certificate of Work was completed.	Participants are required to sign the bottom part of the most current (at the time of delivery) version of the printed CL14BX/R to certify the account complies with the terms and conditions of the CL14BX/R, that all parts and/or services have been supplied or performed and that the applicable taxes and deductible have been collected.
The dealer trade-in policy was followed correctly.	The claim must be initiated prior to completing the sales transaction (title transfer) at a dealership and the work must be completed within 7 days of the completion of the sales transaction.
The Replacement cost policy (APV 286/NVR) was followed correctly.	Participants must ensure new OEM parts have been used where appropriate, and no depreciation has been applied to the parts or labour.
Timely invoice submission	Participants must submit invoices for payment no later than forty-five (45) days from work completion. Participants who are unable to invoice claims within 45 days must inform PGO either by invoice comment or by telephone.
Photos	
Digital Images	Participants are required to take clear digital images that accurately identify glass damage and where applicable ensure all required photos are uploaded to VDIA as detailed in this guide.

6.4.3. Scope and Frequency

QA assessments can be individually initiated by ICBC at any time without notice. QA assessments are conducted on invoices regardless of status, and may involve vehicle inspections.

6.4.4. Outcomes

All findings are documented and scored with results made available to the Participant. Individually initiated QA assessment findings may trigger Audits, Performance Reviews or referral to the Supplier Conduct Committee, and adjustments may be made to the amount payable for the invoice. Referral to the Supplier Conduct Committee may result in suspension of Program benefits or termination from the Program.

6.4.5. Quality Assurance Performance Measures

All completed QA assessments are displayed on the Quality Assurance Performance Measures application (QAPM), launched through the Partners Page, for the Participant to review their performance. ICBC notifies the participant directly via the QA Assessment if there are negative financial impacts as a result of the review. The completed QA assessment displays both positive and negative results. After submission of the completed QA assessment, a score is generated.

Note: If images and documents are not uploaded to VDIA or do not clearly identify the vehicle, the glass and its options, invoices submitted to ICBC may not be paid in full or in part.

6.4.6. Disputing QA Assessments

Participants have the ability to dispute entries in a completed QA assessment if they feel that the entries made by ICBC are not justified. QA assessment disputes that do not identify a clear basis for the dispute are rejected.

Participants may:

- submit a QA dispute to ICBC within seven calendar days of receipt of a completed QA assessment, and
- select the sections on the completed QA assessment, providing clear reasons for the dispute and explaining why the QA assessment results may not be justified.

Once a QA dispute has been submitted, within seven (7) calendar days of submission ICBC reviews the entire QA Assessment, the supporting documentation and the Participant's explanation for the dispute.

If the dispute is unsuccessful, ICBC informs the Participant that the original QA assessment was supported and stands. ICBC may replace the QA assessment if additional compliance issues are identified during the review.

If the dispute is successful, ICBC informs the Participant and replaces the QA assessment. The replacement QA assessment reflects the correct score, including possible adjustments to areas on the assessment that were not disputed.

In the event ICBC does not complete the QA dispute within seven (7) calendar days the entire QA assessment is removed and does not impact the Participant's overall QA KPI.

QA assessments reflect the invoice status, including supporting documentation, at the time the assessment is completed. Corrective measures taken after the time of completion of the QA assessment cannot form the basis of a dispute.

QA assessments reflecting clear violations of procedure should not be disputed. For example, if required photos were missing at the time of the QA assessment, the Participant may not dispute it if the required photos are then uploaded at a later time. Repeated unsuccessful disputes may result in follow-up in the form of, additional QA assessments, performance reviews, and/or audits.

6.5. Audits

Audits are performed to determine whether a Participant is complying with Program policies and standards.

The number of files reviewed and level of detail for each audit corresponds to the Participant's ICBC total claim volume and to issues and/or risks identified through QA assessments.

6.5.1. Frequency/Triggers

ICBC may initiate audits at its discretion or for the following reasons:

- results of past QA assessment where variances/compliance concerns may be serious enough to warrant further investigation to determine if the issues are isolated, or systemic and related to poor estimating and/or business practices
- poor KPI results/trending that may warrant further investigation
- customer complaints/concerns, or
- regularly scheduled or ad hoc audits.

6.5.2. Outcomes

Audit results are made available to the Participant. Audit outcomes may result in follow-up in the form of additional QA, Performance Reviews, and/or additional Audits. The results may also be used to support specific consequences, where applicable, including referral to the Supplier Conduct Committee which may result in suspension of Program benefits, or termination from the Program.

6.6. Performance Reviews

ICBC uses Performance Reviews to:

- enhance the Program performance management mechanisms
- share and discuss performance and compliance results with a Participant, and
- identify and communicate potential improvement opportunities, expectations, and outcomes.

Depending on the results, Performance Reviews may also include a guidance component designed to help the Participant improve their overall performance and compliance with ICBC policies and standards.

6.6.1. Frequency/Triggers

ICBC may review all aspects of a Participant's ICBC related business at any time. Failure to comply with ICBC procedures may result in the Participant being placed in a Performance Review cycle. Additional Performance Reviews may be conducted in the case of Participants with poor KPI results and/or poor compliance trending.

6.6.2. Performance Review Outcomes

Each Performance Review cycle is assessed over a 90 day period. ICBC discusses their findings with the Participant and suggests methods of improvement as part of the Performance Review. Results and any identified follow-up actions are summarized in writing. The Participant may be required to provide a written performance plan identifying areas and processes for improvement. In addition, the Participant's Program contact and/or manager may be required to attend training courses as specified by ICBC.

Depending on the results, Performance Reviews can influence the number of QA assessments and can trigger an Audit if compliance issues are identified. Specific outcomes from the stages of Performance Reviews are set out below.

6.6.3. Performance Review 1 (PR1) — 90 days

At the start of a Performance Review cycle, the Participant is:

- removed from ICBC's glass repair network locator on icbc.com
- subject to an increase in QA assessments.

At the end of the first 90 days, if the result is positive, the Participant is released from the Performance Review cycle and Program benefits are reinstated as applicable.

If the result is poor, in addition to the above-described sanctions the Participant is moved to Performance Review 2 (PR2), where a development labour rate is applied. Participants are also ineligible for Tier 1 Rebates following the end of the Tiering Measurement Period, regardless of their repair ratio.

6.6.4. Performance Review 2 (PR2) — 180 days

In Performance Review 2, if the result is positive the Participant returns to the full Program rate. The Performance Review continues for an additional 90 days.

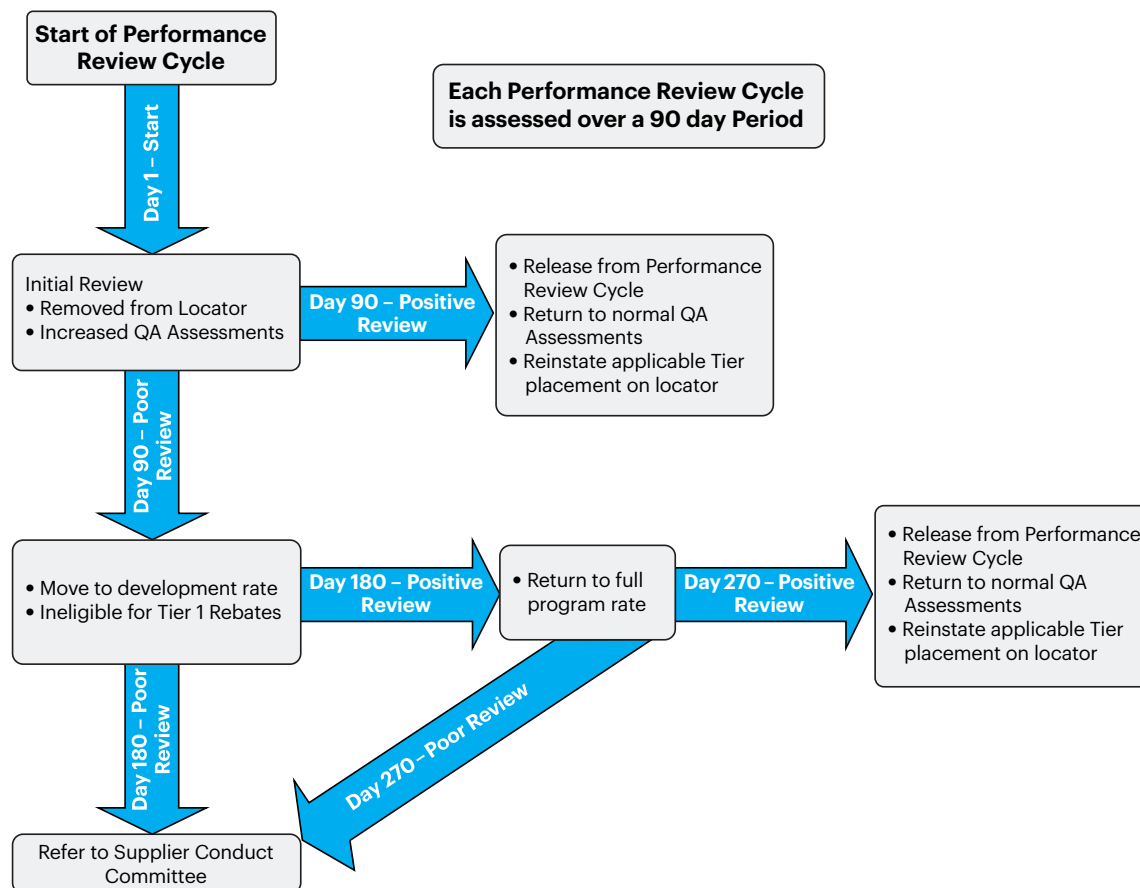
If the result is poor, in addition to the above-described sanctions the Participant is also referred to the Supplier Conduct Committee, which may result in further Performance Reviews, continuation at the development rate, suspension of Program benefits or termination from the Program.

6.6.5. Performance Review 3 (PR3) — 270 days

In Performance Review 3, if the result is positive, the Participant is released from the Performance Review cycle and Program benefits are reinstated, as applicable.

If the result is poor, the Participant is referred to the Supplier Conduct Committee, which may result in further Performance Reviews, continuation at the development rate, suspension of Program benefits or termination from the Program.

The following graphic outlines the Performance Review cycle and the outcomes of both positive and poor reviews.



Note: When a poor Performance Review has taken place and the report has been delivered to the facility, the next Performance Review must be concluded within 90 days. Any outcomes from performance reviews also must take place on or before the 90th day.

6.7. Development Rates

ICBC has a Development Rate for Participants who are not meeting performance expectations. The Development Rate is applicable once a Participant enters into their Performance Review 2 (PR2) cycle, or at the discretion of the Supplier Conduct Committee. The current development labour rates are set out on the Partners Page.

6.8. Erratic Performance

Participants that have been identified to re-enter a Performance Review cycle within 24 months are immediately referred to the Supplier Conduct Committee, which may result in suspension of Program benefits or termination from the Program. Participants are also ineligible to receive Tier 1 Rebates during the current Measurement Period.

6.9. Supplier Conduct Committee

The Supplier Conduct Committee provides a review process for suppliers who create reputational or financial risk for ICBC due to not following claims procedures, performance standards or contractual obligations. The Supplier Conduct Committee's mandate is to:

- provide guidance on all supplier conduct issues
- protect the safety of customers and eliminate risk
- offer consistency on supplier conduct
- recommend disciplinary steps, and
- identify personnel responsible for implementation of said discipline.

6.9.1. Referral to Supplier Conduct Committee

Participants may be referred to the Supplier Conduct Committee when issues are identified, such issues to include but not be limited to:

- two poor Performance Reviews within a Performance Review cycle
- Erratic Performance (as described above), or
- serious issues as outlined in subsections 8.2 and 8.3 of the Agreement.

6.9.2. Outcomes

ICBC may take all manner of action against the Participant, regardless of their KPI results, Performance Reviews and Audit history, including but limited to:

- moving the Participant to the development rate,
- suspension of Program benefits, or
- termination from the Program.

If the Participant's status in the Program is terminated, they can reapply at the discretion of and as directed by the Supplier Conduct Committee, and must go through onboarding as a first time applicant.

6.9.3. Termination of the Agreement

If the Participant is provided notice that they are to be terminated from the Program they should refer to their Agreement.

7. Windshield repair

Important: Windshield repairs must be in compliance with the BC Motor Vehicle Act and Regulations.

7.1. Eligibility

Participants may perform windshield repairs under the Program only if:

- the insured's comprehensive coverage was in effect as of the date of loss, and
- the Participant deems the damage safe and appropriate to repair.

Passenger and light commercial vehicles with a GVW under 8,800 kg are eligible for windshield repair.

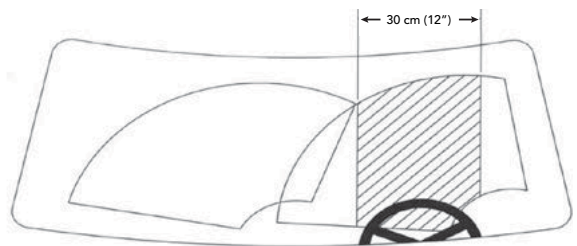
One-ton pickup trucks and motor homes (excluding Class A type) may be eligible for windshield repair with authorization from ICBC's Provincial Glass Operations.

7.2. When repairs are ineligible

Windshield repair claims cannot be invoiced for payment when the damage is:

- in any area that may compromise the functionality of systems integrated with the windshield (for example, a lane departure camera)
- on a windshield that already requires replacement
- on a heated windshield, but only if the damage is in the area of the heating elements/wires. On some vehicles, this will be the wiper park area; on others, this will be the entire windshield.
- a previous repair that has failed, or
- in the driver's critical viewing area, if residual damage is greater than 0.6 cm (1/4").

All repairs must be in compliance with the BC Motor Vehicle Act. The driver's critical viewing area is defined as 30 cm (12") wide, centered on the driver's position extending from the top to the bottom of the wiper sweep.



Important: Repairing a windshield is not recommended if the damage is larger in diameter than a Canadian loonie.

To justify a windshield repair, a void must be present. Cosmetic damage (pitting) which does not penetrate to the plastic interlayer of the windshield is not eligible for ICBC windshield repair.

If the customer requests a repairable windshield be replaced, identify this choice in Glass Web Express using the "Owner Requested Replacement Yes/No" radio button.

If there are more than three areas of damage on the windshield, all visual damage within the program criteria must be addressed. The choice to repair all visual damage on a single claim or replace the windshield will be at the discretion of the Participant.

7.3. Failed Windshield Repairs

A windshield repair is deemed to have failed when a previously repaired chip or crack has spread beyond its original repaired state within two years of work being completed. When a windshield repair failure occurs, the:

- customer is requested to return to the original Participant that performed the repair (the facility identified on the CL14BXR form)

Note: If the customer returns to the original Participant, the Windshield Repair Allowance is deducted from the failed windshield repair invoice. If the customer cannot return to the Participant that completed the original repair then the windshield repair allowance is not deducted from the windshield replacement claim.

- Participant is required to contact PGO to advise ICBC of the failed repair, and
- windshield replacement to remediate the failure is covered by the applicable comprehensive coverage, and the appropriate deductible applied as of the date of the windshield repair failure.

A Participant must not submit a windshield repair invoice for payment in GWE if the windshield repair has failed during the repair process.

8. Program standards

All Participants are required to meet and maintain the standards outlined in this section.

8.1. Business practices

Participants are required to follow ethical and professional business practices with both customers and ICBC. On windshield-only claims, Participants must first determine that the damage is safe and appropriate to repair before estimating as a replacement.

8.2. Standards for initiating, processing or invoicing a claim

Participants must use GWE for initiating claims, creating estimates, and submitting final invoices for payment. Participants should refer to “Accessing the Glass Web Express Application” in the GWE User Manual for instructions on how to use the system. Participants are required to initiate a glass claim in GWE prior to commencing work regardless of their Tier status.

The following standards apply to all Participants.

When initiating glass claims the Participant must deal directly with the insured named on the insurance documents (or their customer representative), collect any applicable deductible or taxes and have them sign the CL14BX/R when the work is completed. A repair facility employee or motor vehicle dealer may not act as a customer’s representative for this purpose.

Only parts and materials necessary to complete the work described can be entered on the GWE system.

ICBC requires invoices and documentation (when applicable) to be submitted for payment in GWE no later than forty-five (45) days from work completion. Participants who are unable to invoice claims within 45 days must inform PGO either by estimate comment or by telephone.

Participants must:

- not submit Glass claims that include additional body damage, such as damage to headlights, taillights, sunroofs or mirrors; such claims must be reported to ICBC directly
- ensure that the cause of damage reported by the customer is consistent with the nature and extent of the damage to the vehicle, and
- have the customer (or their customer representative) sign the bottom part of the most current (at the time of delivery) version of the printed CL14BX/R to indicate the customer’s satisfaction with the work completed. The signed CL14BX/R must be stored along with the digital images and required documentation.

Participants are not permitted to sublet glass only claims. However, calibration of Advanced Driver-Assist System (ADAS) equipment related to a windshield replacement is permitted as sublet.

Participants are required to contact PGO if:

- the damage does not appear consistent with what the customer is reporting
- there is more than one piece of glass that is damaged
- the damage appears old or unrelated
- there is additional damage other than glass
- the vehicle could be a total loss as a result of the total cost of the estimate
- the cause of damage appears to be related to a failed windshield repair
- ADAS calibrations are sublet and exceed \$500
- the claim is initiated two years or more after the date of loss
- the vehicle is received as a sublet from another facility, or
- the vehicle is owned or insured by the Participant, an immediate family member or an employee.

8.3. Collecting deductibles

Participants must collect the ICBC policy deductible in full from the registered owner or their representative, where applicable, as identified on the ICBC glass invoice. Participants are required to provide a Point of Sale receipt (and retain a copy in the claim file) indicating the method of deductible payment along with copies of credit/debit card transaction slips.

Participants who submit an excessive number of claims where the deductible is collected in cash (ie, significantly above the Program average) may be subject to additional performance management mechanisms such as additional QA, Performance Reviews or Audits.

Note: Failure to collect policy deductibles in full may result in suspension of Program benefits or termination from the Program.

8.4. Offering or providing discounts or rebates

The Participant must not offer or provide any form of discount, rebate or incentive on ICBC Glass claims to anyone other than ICBC.

8.5. Limitation Periods

8.5.1. Two-Year Limitation Period (Date of Loss)

There is a two (2) year limitation period on all ICBC claims from the date of loss, for work to be completed and invoiced.

When initiating a glass claim, the Participant must verify the date of loss. If more than two years have passed, the Participant must contact ICBC for further instructions.

If an ICBC customer presents a claim number that is nearing the two-year limitation period, the following applies:

- If sufficient time remains to complete all glass work required and submit the invoice to ICBC for payment, then the Participant may proceed as usual.
- If there is a question as to whether or not glass work can be completed and the invoices submitted for payment to ICBC before the end of the two-year limitation period, the Participant must contact PGO for instructions.

Note: Invoices submitted for payment after the two-year limitation period may not be paid.

9. Image and Documentation Requirements

9.1. Digital Images

Digital images (photos) of the vehicle damage must be taken for every glass estimate at the time of claim initiation regardless of the Participant's tiering status. This applies to all claims whether or not the claim was created or retrieved by a Participant.

Participants must take digital images, at a minimum 1024 x 768 resolution (image size) that clearly identifies the vehicle and accurately show the damage, to ensure consistent documentation of the following:

- damage for each glass claim,
- glass part options, and
- to support requests for additional parts or labour.

The following list identifies the minimum digital images Participants must upload to VDIA by each Tier and claim type **at time of invoice submission to ICBC**.

Image & Document Upload Requirements by Tier	Assessment Tier	Tier 2	Tier 1
Glass Claims			
1. Photos of Vehicle Identification Number (VIN)	✓	✓	No upload required, but photos must be taken and retained for QA or Audit purposes.
2. Photos of Odometer	✓	✓	
3. Photos taken from perspectives showing all four (4) corners of the vehicle including license plate	✓		
Glass Replacement Claims			
1. Photos of options of the glass being replaced (i.e. Shade Band, Rain Sensor, ADAS Camera, etc.)	✓	✓	No upload required, but photos must be taken and retained for QA or Audit purposes.
2. Photos of R & I items	✓	✓	
3. Photos of Windshield identifier marking (bug) Windshield only claim	✓	✓	
4. Photos of Close-up of damage (Identifying point of impact — laminated glass only)	✓	✓	
5. Customer signed copy of Windshield Replacement Form	✓		
6. Supporting documentation for invoices that contain glass exception items	✓	✓	
Windshield Repair Claims			
1. Photo of entire Windshield with damage clearly identified. <i>Damage(s) may be circled with a grease pen or otherwise visually marked.</i>	✓	✓	No upload required, but photos must be taken and retained for QA or Audit purposes.

Note: If images are not retained or uploaded to VDIA as required, or do not clearly identify the vehicle, the glass and its options, invoices submitted to ICBC may not be paid in full or in part.

9.2. Supporting Documentation and Storage

Participants are required to keep all invoices, images and supporting documentation accessible onsite for a minimum of two (2) years from the date the work is completed. The documentation must be original hard copies or clear, legible digital copies, and must be readily available upon request whenever ICBC conducts an Audit or QA assessment.

All associated costs of storage are absorbed by the Participant. If the Participant's files are stored electronically, ICBC may request that the Participant provide printed copies or upload to Vehicle Documents Image Application (VDIA). All documentation is returned to the Participant within 30 days of the conclusion of the review.

The required documentation includes:

- a copy of the Approved glass invoice (CL14BX/R), including the fully completed Customer's Statement and Certificate of Repair, where applicable,
- a copy of the receipt and credit/debit card transaction slip displaying the method of deductible and taxes paid, if applicable
- sublet invoices
- For Assessment Tier Participants, where the windshield damage is repairable, a customer signed copy of the Windshield Replacement Form
- ADAS Calibration documentation showing:
 - calibration requirement (i.e. OEM or aftermarket calibration procedures)
 - calibration type required (i.e. static, dynamic, universal)
 - successful calibration completion, and
 - sublet invoice detailing operation performed and required, if applicable.

Note: If, due to circumstances outside of the control of the Participant, a required calibration is not completed, Participants must document reasonable attempts to complete the calibration and to inform the customer of the requirement.

- parts invoices
 - original part invoices/packing slip with part number identified if aftermarket supplied part
 - original dealer freight invoices, when applicable
 - original purchase invoice including claim number for OEM supplied parts. Packing slip is not necessary.
 - Specialty Gel Pads and OEM clips when authorized by PGO
 - billing cost plus 25% — when NAGS is not listed, the packing slip and or invoice must be provided detailing all applicable pricing

Note: When parts (i.e., Rain Sensor, gel pads, mouldings supplied by the roll or glass) are multi-use or purchased in bulk, photocopies of the original documentation must be stored

in the claim file with the applicable claim number identified and included with supporting documents when uploaded to VDIA.

- manufacturer repair and replace procedures supporting estimate entries when applicable, including but not limited to ADAS calibrations, and
- digital Images as described above.

Important: Participants who receive notice of an audit, or require review/approval, must upload supporting documentation to VDIA.

Note: If documentation is not retained or uploaded to VDIA as required, or does not support operations and materials utilized, invoices submitted to ICBC may not be paid in full or in part.

9.3 System Outages

When a system outage occurs, and Glass Web Express is unavailable, the Participant must confirm the following customer information:

- vehicle license plate
- vehicle identification number (VIN)
- vehicle registration number
- date of loss
- cause of damage, and
- applicable GST/PST status.

Participants must contact PGO to confirm the claim number, vehicle registration and that the claim can be processed. Once system availability of GWE has been restored, the Participant must submit the invoice for payment as usual.

10. Advertising

10.1. ICBC Repair Network logo usage

Participants wanting to use the ICBC Repair Network and ICBC Repair Network Top Performer logos or to otherwise promote the Program or services related to ICBC claims in advertising of any type are required to contact ICBC's Supplier Programs & Administration department at SupplierPrograms@icbc.com for approval.

Such advertising is not permitted without ICBC's written approval of all advertising content, including web sites, social media and signage. For more information, Participants may refer to the Agreement, or talk to a Supplier Programs Coordinator.

Subject to ICBC's written approval and the conditions outlined in the Agreement and the Manuals, all use of the ICBC Repair Network and ICBC Repair Network Top Performer logos must comply with the Logo usage standards for ICBC Repair Network, published on the Partners Page.

Participants must not use any ICBC logos or refer to the ICBC Repair Network or Program in advertisements that promote value-added services or products, including, but not limited to, gift cards for grocery, gas or app stores. Promotion of services such as car washing, interior cleaning and windshield wiper blade replacement are permitted if offered in conjunction with ICBC claim-related repair services.

Important: Participants must only use logos provided directly by ICBC's Supplier Programs & Administration department (SupplierPrograms@icbc.com) for all signage and advertising purposes. Participants must not copy logos from any other sources.

10.2 Permission to use the ICBC Repair Network Top Performer logo

Only Tier 1 Participants in a given year may use the ICBC Repair Network Top Performer logo with respect to the corresponding year. Annually, ICBC will authorize Tier 1 Participants to use the ICBC Repair Network Top Performer logo branded with the year in which they achieve Tier 1 status. The ICBC Repair Network Top Performer logo must only be used with reference to a year in which a Tier 1 Participant held Tier 1 status. Participants that are relegated to a lower tier can continue to display the ICBC Repair Network Top Performer logo with the effective year the ICBC Repair Network Top Performer status was achieved.

Questions?

Please contact your your Material Damage Account Representative.

