



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 - Collision**Owner/Signing Officer Information**

- *Owner 1: Name
- *Owner 1: Business address
- Owner 1: Driver's licence
- *Owner 1: Owner percentage
- *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 Municipal Business or a Letter of Authorization for Land Use?
- *File/image of 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 Express Repair certificate number)
- *Is Manager 1 the primary contact?



You can indicate up to 2 Managers

Scorecard and Program Communication

- *Scorecard and program communications: Name
- *Scorecard and program communications: Direct business phone number
- *Scorecard and program communications: Business email

Completing Company Profile Checklist - Collision**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 Express Repair certificate number)
- *Is Admin/Front Desk 1 the primary contact?

 You can indicate up to 3 Admin/Front Desk staff

Estimator

- *Estimator 1: Name
- Estimator 1: Direct business phone number (if applicable)
- *Estimator 1: Business email
- *Estimator 1: Date of employment or active in role
- Estimator 1: ICBC Collision Repair Program training certificate number (previously Express Repair certificate number)
- *Is Estimator 1 the primary contact?

 You can indicate up to 5 Estimators

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: Remote vehicle pick-up and drop off, online repair status updates, aluminum repair capabilities

*Answer the following questions for each day of the week (Monday – Sunday):

- Is the shop open or closed on: Monday, Tuesday, Wednesday, etc. (Open/Closed)
- If open, what time does the shop open on: Monday, Tuesday, Wednesday, etc.
- If open, what time does the shop close on: Monday, Tuesday, Wednesday, etc.

Facility

Premises

- *Size of premises in square feet
- *Is the office/reception area self-contained?

Photos

*All photos listed below are required:

- Free standing business signage
- Business signage affixed to building
- Any applicable additional signage (optional)
- Exterior of Building: Front View, Side View #1, Side View #2, Rear View
- Customer Parking and Access Route to Customer Service/Office Area
- Designated parking stall #1 and #2
- Designated parking signage for stall #1 and #2
- Overview from parking to customer service / office area
- View of entrance to customer service/ office area
- Customer Service / Office Area - Waiting area
- Customer Service / Office Area - Service counter
- Customer access route to washroom
- Washroom
- Preparation area
- Detail area
- Collision repair area
- Other additional photos

Technology Requirements

- *Review [Recommended Technology Requirements](#) to ensure your facility meets minimum technology requirements
- *Do you have access to current OEM repair procedures?
- *Do you have current valid subscription to Vehicle Dimensional Data?

Recycling

- List any environmental contributions made by your facility with respect to recycling materials (example: plastic recycling, coolant recycling, oil recycling)

Equipment

- *Review [minimum equipment requirements](#) to ensure your facility meets the minimum equipment requirements

Structural repair equipment & measuring systems

- *Number of universal chainless four point anchoring systems such as floor rail fixture system(s), straightening rack(s), or bench(s), capable of anchoring unibody and full-frame vehicles
- *Manufacturer's name and model of simultaneous three dimensional electronic measuring equipment
- *Serial number of simultaneous three dimensional electronic measuring equipment

Pulling Equipment capable of multiple simultaneous pulls

- *Equipment 1: Manufacturer's name and model
- *Equipment 1: Serial number

 You can indicate up to 6 pieces of equipment

Anchoring system

- *Manufacturer's name and model of full frame anchoring system
- *Description of unibody anchoring system
- *Manufacturer's name of unibody anchoring system
- *Model number of unibody anchoring system

Welding equipment

- *Amperage of MIG/Mag welder
- *Duty cycle of MIG/Mag welder
- *Manufacturer's name and model of MIG/Mag welder
- *Serial number of MIG/Mag welder
- *Amperage of pulse welder
- *Duty cycle of pulse welder
- *Manufacturer's name and model of pulse welder
- *Serial number of pulse welder
- *Manufacturer's name of squeeze type resistance welder
- *Amperage of squeeze type resistance welder
- *Serial number of squeeze type resistance welder
- *Do you have oxygen acetylene welding equipment?

Diagnostic equipment

- *Manufacturer's name and model of diagnostic scan tool
- *Serial number of diagnostic scan tool

Plastic repair system

*You must have a plastic repair system, and provide:

- Manufacturer and product names of adhesive/chemical bond
- Manufacturer's name of airless welder or hot air welder
- *Plastic Repair System 1: Manufacturer's name of plastic repair system

 You can indicate up to 3 plastic repair systems

Paint equipment

- *Manufacturer's name of paint refinish system
- *Paint refinish system product name
- *You must have a low VOC refinishing system and provide:
 - *Type of spray gun (LVLP, HLVP or other approved equivalent)
- *Spray Booth 1: Manufacturer's name
- *Spray Booth 1: Model number
- *Spray Booth 1: Serial number

 You can indicate up to 3 spray booths

Aluminum repair equipment

- Is the facility capable of aluminum repair? **(If yes, will be visible on the Smart Locator)**
- Does the facility have a work separation system that isolates aluminum vehicles from vehicles undergoing steel repairs? (Separation can be a separate room or curtain system)
- Does the facility have designated hand and/or special tools for use on aluminum vehicles to prevent from cross contamination with steel body vehicles?
- If yes, list all tools according to manufacturer specifications
- Does the facility utilize a 220V Pulse MIG welder used specifically for aluminum vehicles?
- Does the facility utilize a dent extraction system specifically designed for aluminum that contains an aluminum stud welder, heat gun, pyrometer, aluminum hammers and dent extraction system?
- Does the facility utilize a specialized aluminum SPR (Self Piercing Rivet) gun that meets or exceeds manufacturer specifications?



Completing Company Profile Checklist - Collision

- Does the facility utilize an immersion-type, wet mix dust extraction system? (The system can be portable or a centrally installed system)
- Has the facility completed I-CAR FOR06 Structural Repair Training Course or functional equivalent?
- File/image of the certificate for I-CAR FOR06 Structural Repair Training Course or functional equivalent
- Has the facility completed I-CAR WCA05 Aluminum GMA (MIG) Welding Certification or functional equivalent?

Other

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

Photos

*All photos listed below are required:

- *Universal chainless four point anchoring systems capable of anchoring unibody and full-body vehicles
- *Manufacturer's name, model and serial number of simultaneous three dimensional electronic measuring equipment
- *Manufacturer's name, model and serial number of all pulling equipment capable of multiple simultaneous pulls
- *Manufacturer's name and model of full frame anchoring system
- *Manufacturer's name, model number and description of unibody anchoring system
- *Manufacturer's name, model, serial number, amperage and duty cycle of MIG/Mag/Pulse welder
- *Manufacturer's name, serial number, amperage and duty cycle of squeeze type resistance welder
- *Manufacturer's name, model and serial number of diagnostic scan tool
- *Manufacturer's name and product names of adhesive/chemical bond
- *Manufacturer's name of airless welder or hot air welder
- *Manufacturer's name and product name of paint refinish system
- *Manufacturer's name, model number and type of spray booth(s)
- *Spray booth(s) compliant with local codes: Overall view, interior, side view-1, side view-2, front view and rear view

All photos listed below are required only if you have aluminum capabilities:

- Work separation system that isolates aluminum vehicles from vehicles undergoing steel repairs
- Hand and/or specialty tools designated for use on aluminum vehicles to prevent cross contamination with steel body vehicles
- 220V Pulse MIG welder specifically for aluminum vehicles
- Dent extraction system containing aluminum stud welder, heat fan, pyrometer, aluminum hammers and dent extraction system
- Specialized aluminum SPR (Self Piercing Rivet) gun that meets or exceeds manufacturer specifications
- Immersion-type, wet mix dust or pneumatic dry vacuum extraction system dedicated to aluminum dust (portable or central)
- Other additional photos

Warranty

- *File/image of the written warranty

Completing Company Profile Checklist - Collision

Alternate Transportation

- *Do you provide rental ATS courtesy vehicles?
- *If no, do you provide ATS courtesy vehicles (owned/leased or rental)?
- *If you have a Temporary Substitute Motor Vehicle Agreement (TSMV) for shop owned/leased courtesy cars, provide a file/image of the TSMV
- If you have a fleet policy provide the policy number. Do not complete the section for vehicles
- Fleet policy expiry date
- If you do not have a fleet policy, indicate the number of vehicles in your inventory and complete the required vehicle information in the section for vehicles.
- Vehicle 1: Vehicle year
- Vehicle 1: Make/Model
- Vehicle 1: Licence plate number
- Vehicle 1: Registration number

 You can indicate up to 10 vehicles

Training Requirements

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

I-Car

- *Level of I-Car certification: Gold Class, Gold Class Aluminum
- I-Car recognition year
- File/image showing I-Car certificate

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

- Select all OEM certifications applicable to your facility: Aston Martin Factory Authorized Collision Repair Program, Audi Authorized Collision Repair Centre, Bentley Factory Authorized Collision Repair Facility, Ferrari Factory Certified Collision Repair Centre, etc.)

Note: The locked OEM certifications are updated directly by Certified Collision Care.

Industry Certifications (These selections will be visible on the Smart Locator)

- Select all industry certifications applicable to your facility: CCR, CCC, I-CAR Gold
- File/image showing CCR and CCC certification and recognition year

Technician

- *Technician 1: Name
- *Technician 1: Date of employment or active in role
- *Select all applicable Technician 1 Trade:
Automotive Refinishing Technician Red Seal, Automotive Refinishing Technician Apprentice, Auto Body & Collision Technician Red Seal, Auto Body & Collision Technician Apprentice, Automotive Refinishing Prep Technician, Automotive Service Technician
- Technician 1: Apprentice Level – Level 1/Level 2/Level 3/Level 4
- *Technician 1: Trade Qualification/Apprentice ID number
- *File/image of Technicians certification or Registration Agreement for apprentice
- Technician 1: ICBC Collision Repair Program training certificate number (previously Express Repair certificate number)

 You can indicate up to 12 Technicians

Unibody/Frame Measuring System

- *Unibody System 1: Technician name
- *Unibody System 1: Date of completion
- *File/image of Unibody System 1: Technical training

 You can indicate up to 2 Unibody/Frame Measuring System Technicians

Completing Company Profile Checklist - Collision

OEM refinish product training/VOC Certification

- *OEM refinish product training/VOC Certification 1: Name
- *OEM refinish product training/VOC Certification 1: OEM approved refinish product training
- *OEM refinish product training/VOC Certification 1: OEM refinish product training expiry date
- OEM refinish product training/VOC Certification 1: VOC certification (applicable for Metro Vancouver only) expiry date
- *File/image of OEM refinish product training/VOC certification
- OEM refinish product training/VOC Certification 1: VOC certification
- OEM refinish product training/VOC Certification 1: VOC certification number
- File/image of OEM refinish product training/VOC Certification 1 VOC clearing the air certificate (applicable for Metro Vancouver only)



You can indicate up to 4 OEM refinish product training/VOC Certifications

A/C Retrofit Certificate(s)

- *If your facility undertakes recycling, charging and handling of refrigerants and retrofitting of vehicles from R-12 to R-134a refrigerant, with employee(s) consent(s), provide a copy of A/C Retrofit certificate(s). Must have at least one employee in facility with certificate

HRAI (CFC Emissions) Certificate(s)

- *If your facility services automotive air conditioning systems or perform 134A retrofits, with employee(s) consent(s), provide a copy of HRAI (CFC Emissions) certificate(s). All employees that perform this function must have this certificate

Silicon Bronze MIG Equipment

- *If your facility has silicon bronze MIG equipment, with employee(s) consent(s), provide a copy of certificate(s) held by technician(s) handling silicon bronze MIG equipment

MIG Brazing

- *If your facility has technician(s) who have completed the BRZ02 MIG Brazing course provide the name(s) of the technician(s) and a copy of the BRZ02 MIG Brazing certificate(s)

Other

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



Completing Company Profile Checklist - Collision

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.