



Off-Site Salvage Asset Handling Requirements

1 Purpose

This Off-Site Salvage Asset Handling Guide sets out the mandatory requirements for managing, storing, securing, and releasing ICBC salvage assets at ICBC-approved off-site storage and sales facilities ("Participants"). Participants are responsible for understanding and complying with the requirements in this guide and for ensuring their procedures align with it.

2 Notification and Verification

- 2.1 Participants must review all electronic sale listing notifications issued by ICBC and, upon receipt, confirm the vehicle VIN(s).
- 2.2 Participants must notify ICBC immediately if a listed vehicle is not in their custody, or if any storage, identification, or security concerns are identified.
- 2.3 Participants will receive an electronic notification of sale results, including purchaser details. Where applicable, ICBC will separately notify Participants of tender sales.
- 2.4 Participants will receive three separate email notifications:
 - Vehicle assignment notification from ICBC Salvage confirming that the vehicle is in the Participants possession. If the vehicle is not in the Participants possession, the Participant must notify ICBC immediately.
 - Vehicle auction listing notification that the vehicle has been listed for sale in an ICBC online auction.
 - Vehicle sold notification that ICBC has sold the vehicle via auction, including the sale date.

3 Vehicle Availability and Release

- 3.1 Participants must ensure that all sold vehicles are accessible and ready for pickup by the purchaser or their designated towing service. ICBC will issue a minimum of two (2) days' advance notice before the scheduled sale to allow Participants adequate time to prepare the vehicle for release.
- 3.2 Access for vehicle removal must be provided during normal business hours. After-hours access may be offered at the Participant's discretion. Where applicable, the



- 3.3 Participant may charge the salvage buyer an after-hours access fees, provided these fees are reasonable, clearly posted, and communicated to buyers in advance.
- 3.4 Where a pickup date and time have been agreed to between the purchaser and the Participant, the Participant must ensure the vehicle is available for release at the agreed upon date and time.

4 Vehicle Tracking and Records

- 4.1 Participants must maintain a vehicle removal tracking log for all salvage assets released from the facility.
- 4.2 The log must record, at minimum, the date of removal, towing company name, and tow truck identification.
- 4.3 Tracking logs must be retained for a minimum period of one (1) year.

5 Security Requirements

- 5.1 Participants must maintain reasonable and appropriate security measures to protect ICBC salvage assets at all times.
- 5.2 Security measures must include perimeter fencing with a locked gate or an equivalent controlled access system.
- 5.3 All thefts, break-ins, or security incidents must be reported immediately by the Participant to local police and to an ICBC Salvage Facility Manager.

6 Personal Effects and Equipment

- 6.1 Only individuals authorized by ICBC may access or remove items from salvage vehicles. This will be communicated to the participant via email.
- 6.2 Authorization must be verified prior to permitting removal.
- 6.3 Items not expressly authorized for removal, other than personal effects, must remain with the vehicle until ICBC approval is provided.
- 6.4 Parts may only be removed by an authorized person (Registered Owner) as indicated on the personal pickup notification, new photos must be taken of the vehicle and provided to ICBC.
- 6.5 Participants must remove license plates prior to the release of any salvage vehicle. Plates are not permitted to accompany the vehicle under any circumstances and must be either securely destroyed or delivered to ICBC for authorized destruction.



7 Vehicle Photography

- 7.1 Participants must capture and submit vehicle photographs when requested by ICBC.
- 7.2 Participants must submit all requested photographs within 48 hours of receiving an ICBC photo request.
- 7.3 All photographs must meet the standards set out in the Vehicle Photo Package Guidelines available on the Partners Page.
- 7.4 Upon receipt of a vehicle, Participants are encouraged to photograph the presence of vehicle keys, license plates, aftermarket equipment, and personal effects.
- 7.5 Photographs are recommended to support condition documentation and reduce the risk of disputes.

8 Storage and Salvage Sales

- 8.1 ICBC will pay storage at a daily rate based on the Participant's zone, as set out in the ICBC Rate Payment Schedule, for vehicles up to 20 feet in length.
- 8.2 Vehicles measuring 20 - 35 feet may be billed at double the daily rate, and vehicles exceeding 35 feet may be billed at triple the daily rate. Motorcycles are billed at half the daily rate.
- 8.3 A storage day ends at 12 a.m.
- 8.4 ICBC conducts salvage sales on Mondays, Wednesdays, and Fridays, unless otherwise communicated.
- 8.5 ICBC will pay storage for up to two (2) business days following the sale date, unless otherwise communicated.
- 8.6 If the Participant is also the purchaser, storage charges end on the sale date.

9 Facility Access and Sign In Controls

- 9.1 The buyer's towing company is encouraged to contact the facility in advance of pickup. The Participant must coordinate with the buyer to schedule an appropriate pickup time and ensure staff are available at the agreed date and time.
- 9.2 A contact phone number must be clearly posted at or near the facility entrance.
- 9.3 All visitors must sign in using photo identification or a salvage barcode.
- 9.4 All vehicle removals must be signed out, including the date, towing company name, and tow truck identification.



10 Aged Inventory Reporting

- 10.1 Participants must provide the ICBC Salvage Manager with a list of vehicles stored in excess of thirty (30) days.
- 10.2 The list should be emailed to the salvage manager and must include the VIN, Claim Number, Plate Number (if available).
- 10.3 Excess storage charges are subject to review and approval by the Material Damage Manager. If a Participant fails to report a vehicle in their possession in a timely manner, excess storage charges may be denied.