

# Conversation Guide

Highlights from the January 16, 2020 On-Site Coordinator (OSC) Meeting

## What can I share if I only have 2 minutes?

1. The ICBC Glass Repair Program will be implemented on March 2, 2020.
2. The new Glass repair program guide has been posted to the MD Partner's site. Remind your coworkers to take the time to review the program guide.
3. The new agreement has been shared with Glass Express facilities. To participate in the new program, please return a copy of the entire glass repair agreement signed by an authorized signatory along with a completed Programs Privacy Checklist signed by a facility representative to ICBC before March 2, 2020. We strongly recommend that you carefully review the Glass Repair Program Guide and Agreement and seek independent legal advice. For any questions or concerns related to the agreement, please email [carshop@icbc.com](mailto:carshop@icbc.com) or contact Christian Bishop, Manager of Supplier Programs & Administration at 604-777-4619 or toll-free at 1-877-921-3311.
4. Direct your coworkers to the Glass Repair Program landing page on the ICBC's Business Partners site and review the On-site Coordinator section for job aids and support materials.

## What can I share if I have more time?

### 1. Roles at ICBC

ICBC has created two new business areas. One to focus on shop performance as well as manage the relationships between repair facilities and ICBC, and another to focus on Quality Assurance.

The first area focuses on account management. This team is intended to provide a key contact for the repair facilities and will allow ICBC to cultivate a renewed and positive relationship between ICBC and its MD partners. It includes the following roles:

#### MD Account Representative

- The MD Account Reps are an additional contact between glass repair facilities and ICBC. They will manage the daily relationship with their assigned repair facilities, which includes all matters related to tiering, performance and compliance.

#### MD Account Services Manager

- The MD Account Services Managers will oversee the MD Account Reps as well as maintain a portfolio of Multi-Shop Operators.
- They will have coaching relationship and performance management accountabilities.

#### MD Program Manager

- The MD Program Manager will manage and oversee the MD Account Managers.
- They will provide support to their teams in the development, implementation and enforcement of performance plans.
- MD Program Managers will act as the escalation point for high risk or recurring facility issues.



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The second area focuses on quality assurance and includes the following role:

### Quality Assurance (QA) Specialist

- Will handle all incoming disputes from the glass repair facilities to determine whether a dispute is accepted or rejected. The QA Specialists will be responsible to review and respond to disputes within 7 calendar days.
- Provide QA of estimates completed by ICBC Estimating staff.
- Participate in the review of material damage files generated through repair facility closed file audits, internal quality assessments and calibrations for the material damage stream.

### 2. Introduce Entegral

- Entegral will be used to complete your company profile and is required for continued participation in the new glass repair program.
- By completing your profile, you will be able to access other systems associated with running the new program, easily maintain company information, integrate with the shop locator, and eventually be able to access scorecards through the dashboard.
- Entegral will be available on March 2 and a communication will be sent out closer to that date with instructions and login information.

### 3. Consent process when completing repair facility profile

- In order to adhere to the requirements set by the Freedom of Information and Protection of Privacy Act (FIPPA), we will require that facilities ask all employees for their consent to have their personal information stored in Entegral's US-based servers.
- Employee information required for the profile that is not personal information includes the employee's name, business address, business phone number and business email.
- The personal information required for the profile includes the date of employment, and training certification number, if applicable. The consent form relates to collection and storage of this personal information.
- The consent form will be available on the MD Partners page for facilities to print and have their employees fill out and sign. These hardcopy forms must be kept in a secure place in the facility and are subject to audit.
- If an employee provides consent, then their personal information can be entered into the facility profile.
- If an employee doesn't provide consent, then their personal information will need to be sent to ICBC.

## RESOURCES

### **MD section of ICBC's Business Partners site**

- New Glass Repair Program
- New Glass Repair Program > On-Site Coordinator Network