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November 19, 2018

Attention: Glass Suppliers

ICBC engages industry in glass supplier program redesign

Earlier this year, ICBC announced plans to modernize our glass supplier program. To this end, we have established an Industry Advisory Committee (IAC) to provide input on a new tiering model.

Membership

The IAC has broad representation from across the glass sector and across the province. Its members include the following businesses and associations:

All West Glass, Automotive Retailers Association, Belron Canada, Boyd Autobody & Glass, Crystal Glass Canada Ltd., First Response Glass, Glass Doctor, Kirmac Automotive Collision Services (Canada) Inc., Masterglass AutoGlass Ltd., Novus Glass.

Timeline

The IAC will hold its first meeting on November 21 and is expected to complete its work by the spring of 2019, after which time the proposed tiering model will be shared with glass suppliers for further feedback. Committee meetings will be facilitated by a third party.

Objectives

While details of the new program have yet to be developed, we know that its broad objectives will be to raise performance standards; recognize suppliers who have made business investments and adopted best practices; account for regional differences and ensure that high-quality services are available throughout British Columbia; achieve cost reductions through increased efficiencies; and, most importantly, ensure that our customers receive safe, prompt repairs at the best market value.

More information

In recognition of the significant commitment of time and effort that IAC members are making, we respectfully ask that you refrain from contacting them about the committee or its work. Instead, please direct your questions to ICBC using the [contact form](#) in the Material Damage section of ICBC's Partners website.

ICBC looks forward to receiving input from industry through the IAC as we develop a refreshed glass supplier program that promotes improvement in quality, consistency, timeliness, and overall performance.

Thank you,



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Greg Beauregard
Director, Material Damage & Fraud Strategy & Programs