



June 24, 2020

Attn: Collision and Glass Repair Suppliers

**RE: Update: Post-Implementation Business Review (PIBR)**

Hello repair facility,

One of the key goals of the new Collision and Glass Repair programs is to support industry sustainability, while ensuring customers continue to receive safe and quality repairs at best market value. To ensure we meet these goals, ICBC committed to completing a post-implementation business review (PIBR) in 2020, after the new programs were up and running. I would like to provide you with an update.

PIBR will be completed by PricewaterhouseCoopers (PwC), an independent third-party firm, and will allow ICBC to develop a robust and repeatable governance framework to provide a disciplined and systematic review of collision and/or glass industry's financial health and performance. This will allow us to:

- Proactively review supplier compensation and ensure it is informed by relevant industry market drivers
- Identify how facilities are implementing new processes and systems to drive-out improved quality and efficiencies as well as to identify new options for innovations
- Ensure a fair return for industry, provide value for ICBC, and promote efficiencies that support a sustainable supply of services for our mutual customers in the long term

To ensure the review is designed and executed with industry in mind, a collaborative PIBR working group has been formed. This group has regional representation and includes members from MSOs, independents and dealership facilities. Please note that due to familiarity with the consultation process, current representation of the industry and project timelines we asked for volunteers from existing committees ICBC works with. Below are your PIBR working group members:

<b>Name</b>	<b>Company / Organization</b>	<b>Industry</b>
Sean McIntosh	Kirmac Collision	Collision
Rishi Bakshi	Boyd Autobody	Glass
Shon Bartok	360 Collision	Collision
Steve Bozzard	Crystal Glass	Glass
Peter DeSantis	Open Road / RAB	Collision
John Goldsmith	Glass Doctor	Glass
Rick Hatswell	Craftsman	Collision
Sue Majeau	Fix Auto Miller Group	Collision
Paul McFarlane	Boyd Autobody	Collision
Mark McIntosh	Kirmac Collision	Glass
Tim Owens	Belron Canada	Glass



Jeff Peat	Capital Auto Glass	Glass
Christine Perry	NOVUS Auto Glass	Glass
Harlan Pinto	Jim Pattison Toyota	Collision
David Ribeiro	ARA	Collision and Glass
Michelle Rolls	Dawson Creek Collision	Collision
Michael Schurink	Lift Auto Group	Collision
Murphy Tarves	Craftsman	Glass

Being led by a third-party, independent firm and gathering feedback from a knowledgeable and representative industry working group are important first steps. What's absolutely needed next is good quality data – and a lot of it.

An accurate and representative industry review depends on information provided by you. Look out for surveys and further information from PwC to gather data. By setting some time aside to participate in this valuable industry initiative through the provision of business data and sharing key insights, you will be assisting ICBC with making informed decisions to support a sustainable industry.

Data will be collected, aggregated and analysed by PwC and only aggregated data will be shared with ICBC and industry. Be assured that PwC is prohibited from sharing identifiable facility data with ICBC.

We will continue to share how you can participate in this initiative and contribute to industry sustainability, and our findings and updates.

If you have any questions related to ICBC's commitment to the PIBR, the committee selection, or PIBR process to date, please send them to [PIBR@icbc.com](mailto:PIBR@icbc.com).

Thank you for your patience as we continue to work through operational changes brought about by COVID-19. For updates on ICBC's response and information on impacted ICBC services, please refer to our [COVID-19 page](#).

Regards,

Greg Beauregard  
Director, Material Damage Strategy & Programs