



Update from PwC

Post-Implementation Business Review (PIBR)



Good afternoon,

We are the third-party, independent consulting firm performing the Post Implementation Business Review (PIBR) to better understand the financial health and sustainability of the Collision and Glass Repair industries. This analysis will serve as ICBC's first step in creating a framework for proactively assessing supplier remuneration on an ongoing basis.

We plan to:

- Engage the PIBR Industry Working Group to capture feedback on the assessment methodology and increase participation to attain a representative analysis of the Collision and Glass industries.
- Collect individual facility revenue, cost, workforce and efficiency data to understand the industry's financial health and performance.
- Identify investments that facilities have made in new processes and/or systems to increase efficiency, and the facility's plans for the future.
- Assess data provided by facilities across the province to generate insights on the sustainability of the industry and summarize the findings for ICBC and Government in a report.

Good quality data is essential to delivering an accurate and representative industry review. This is where we need your involvement. A confidential Industry Survey will be issued to all suppliers enrolled in ICBC's Collision & Glass Repair programs to gather financial, workforce, and efficiency data.

By participating, you will contribute to an accurate representation of the sustainability of the industry, and in turn, support ICBC in making informed decisions on their supplier programs.

As part of the Industry Survey, we will:

- Keep your individual responses confidential - individual responses will not be shared with ICBC as we maintain independence in our review.
- Share results with you in a brief that displays anonymized, aggregated industry benchmarks.

The Industry Survey will launch next week (July 20th), and you will have three weeks to complete it. We will share the aggregated and anonymized summary of findings to all survey participants in September, and the report will be available before the end of the year.

Week of July 20th	August 7th	September 30th	December 31st
Launch Industry Survey to facilities	Deadline for facilities to complete the Industry Survey	Share industry benchmark brief with survey participants	PIBR report available on ICBC website

We have created a Survey Help Guide to help you navigate the survey platform, understand the questions being asked, and organize the data you need to answer. The guide will be shared with the Survey.

The survey will be sent to the contact associated with each shop. If you manage multiple shops from a single email address, you will receive separate emails with a unique survey link to complete the survey for each Facility ID.

Please stay tuned for another email with a link to the Industry Survey and instructions.

If you have any questions related to the survey or PwC's role in the PIBR, please send them to ca_repair_industrysurvey@pwc.com

If you have any questions related to ICBC's role in the PIBR please send them to ICBC at PIBR@icbc.com

Thank You,

PwC Canada

This email was sent by PwC Canada for the purposes of providing you with pre-launch information with respect to the upcoming Industry Survey.

For more information regarding PwC Canada's privacy policy, please visit <https://www.pwc.com/ca/en/privacy-policy.html> and for more information regarding ICBC's privacy policy, please visit <https://www.icbc.com/Pages/Privacy-statement.aspx>

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PwC Canada CRAG Repair Survey Support

Email: ca_repair_industrysurvey@pwc.com

PricewaterhouseCoopers LLP

PwC Tower, 18 York Street, Suite 2600, Toronto ON M5J 0B2