

Attention: ICBC towing suppliers

## **Temporary Policy for Vehicle Sanitization - Update**

Dear Business Partner,

We understand and recognize the significant impacts COVID-19 (coronavirus) has had on everyone during these extremely challenging times. The intent of the temporary Vehicle Sanitization Policy is to ensure additional steps are in place to safeguard the health and safety of our employees, customers and business partners. We want to provide a process that is consistent for all of our suppliers and recognize that as towing suppliers, you are often the first supplier in contact with Non-Drive vehicles.

To provide greater clarity, the temporary Vehicle Sanitization Policy is not a mandatory requirement of a tow supplier. If you determine it is necessary to go into the vehicle for any reason and your staff perform the cleaning service, you will be able to add the \$39.76 to the tow invoice for Non-Drives. If you've cleaned the Non-Drive vehicle prior to towing out, we ask that you inform the recipient (repair facility, dealership, customer, etc) that the vehicle has been cleaned. It will be up to the recipient of the Non-Drive vehicle to determine if an additional cleaning is necessary.

We realize cleaning supplies and Personal Protective Equipment (PPE) may be in short supply or difficult to obtain. The temporary Vehicle Sanitation Policy allowance is there to compensate a supplier for the time and materials they use to perform the service. We should note that we are not health experts, and that there are many precautions recommended by experts to prevent the spread of COVID-19. The methods used to clean and sanitize vehicle surfaces vary and as such, no one method can be used as a standard approach. We ask that you determine the best approach and what you have available to determine the feasibility of carrying out the cleaning requirements.

For additional information

- [BC Centre of Disease Control](#)
- [Government of British Columbia: Provincial support and information](#)

If you have any questions or concerns, please reach out to me directly at [Alex.Jansen@icbc.com](mailto:Alex.Jansen@icbc.com)

Kind regards,

**Alex Jansen**

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