

Hello Towing and Storage suppliers,

Back in February we announced we would be completing a Towing Business Review (TBR) this year to help us make timely and informed business decisions in support of the towing industry.

The TBR will be completed by an independent third-party firm, PricewaterhouseCoopers (PwC) and will help us identify compensation and operational changes that benefit both parties, and our mutual customers. Understanding how industry's costs are evolving and factors that may be impacting industry's ability to deliver services is important to everyone.

To ensure the review is designed and executed with industry in mind, a collaborative TBR working group with regional representation has been formed. Below are your TBR working group members:

| Name | Company / Organization |
|--------------------|--|
| Cory Rushinko | Bayview Towing |
| Stella Tarantino | Unitow |
| Ron Cowie | Mundies Towing |
| Brian Bettles | Downtown Towing Cariboo Towing |
| Tyson Doucette | Georgia Straight Towing |
| Tamara Slater | Peninsula Towing Victoria Towing |
| Gary Niminiken | Smokey Creek Salvage Ltd. |
| Kyle Schrump | Busters Towing |
| Ron Rotzetter | On Call Towing |
| Kit Moller | Clover Towing |
| Sukhjot Singh Manj | Reliable Towing Jack's Towing Maple Ridge Towing Mission Auto Wrecking Mill Bay Towing |
| Mitchell Martin | Mitchell's Towing |
| Chris Logan | Roadway Towing |
| Rob McAdam | Rezilliant Transport |
| Dakota Spiess | Dakota Towing |
| Nic Moretto | Mario's Towing Del Oro Towing |
| Ken Hendricks | Automotive Retailers Association |

Being led by PwC, a third-party, independent firm and gathering feedback from a knowledgeable and representative industry working group are both important first steps. What's absolutely essential next is participation from you, our Towing and Storage suppliers, to provide the good quality data.

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 by email and on the new [TBR section](#) of the business partner's page.

If you have any questions related to ICBC's commitment to the TBR, the committee selection, or TBR process to date, please send them to TBR@icbc.com.

Greg Beauregard
Director, Material Damage Strategy and Programs