



# RoadTrust

The RoadTrust Collision Repair Accreditation is an initiative driven by and for the collision repair industry.

This program is part of a solution to help guide customers to select a repair facility that is qualified, competent and fit to complete repairs on the complex vehicles of today and the future. The program is voluntary and open to all collision repair providers and is based on a tiered accreditation model for shops.

This is your opportunity to demonstrate your expertise and align yourself with other quality service providers.

The first six month fee: includes exterior building sign, Supply of program brochures, In-Store poster, Program certificate, Software and scripting examples for use.

The RoadTrust program has been designed to evolve as our industry does. As new technologies and tools develop, the program will evolve to incorporate those changes in the program.

RoadTrust is considering the addition of two improvements to the program after the pilot phase of:

- A possible requirement to assist in tracking OEM access requests from the shop and allowing better vehicle access through membership in the Vehicle Security Professional program
- A possible requirement for Canada Welding Bureau training at reduced discount rates through Canadian community colleges

The RoadTrust program and the ARA (Automotive Retailers Association) and AIA (Automotive Industries Association) programs in Canada have similar standards. We are hoping to synchronize our program so that industry members who adopt either the Roadtrust program or the Canadian Collision Industry Accreditation (CCIAP) will be recognized as part of a national industry of accredited members who have achieved the levels of tooling and training necessary to meet the needs of OE compliant and OE certification programs. Only one application fee will be paid but shops would be accredited to both programs.

The RoadTrust Collision repair accreditation application is included and provides you with all the information you need to determine the necessary requirements to qualify for this program.

1) Here is how to sign up for the pilot program:

- a. Go to [www.roadtrust.ca](http://www.roadtrust.ca) and click on the "Become a Partner" section
- b. Fill out a short identification form.
- c. You will receive an email from [applications@roadtrust.ca](mailto:applications@roadtrust.ca) with instructions on how to pay the program fee and how to complete the attached Application package.
- d. Once you have made the payment, email the completed Application package to [applications@roadtrust.ca](mailto:applications@roadtrust.ca) OR you can mail it to the address below.

RoadTrust  
Centre Mall P.O. Box 47594  
Hamilton, ON L8H 7S7

***We will process the application once we have received both, the payment and the completed application form.***

2) If the shop does not meet a significant number of the standards in an office review and after questions, then the fee is returned less a \$100 administration fee. If a few changes/additions are required, file is kept open while shop makes those changes. A physical inspection is required before the shop is fully enrolled and that inspection occurs on an appointment basis. If a significant difference is found between the shop's actual status and their application data then half of the fee is returned. If a shop needs minor changes/additions after the inspection, file is kept open for shop to make additions. A re-inspection fee of \$300 may be required.

Compliance help is available from RoadTrust to meet any legislated shop requirement.

Shops must agree to a regular audit of their facilities and agree that the information found during that inspection can be shared with RoadTrust and provide a written authorization repair form to the customer that allows for the sharing of scan data. We invite participating RoadTrust shops to be members of our advisory and review committee. These shop requirements will be solidified in a RoadTrust performance signed contract.

We look forward to speaking with you about your participation in the pilot program due to start at the beginning of April 2017 or earlier.

Best wishes,

John Norris

CIIA/ HARA

1-866-309-4272 , [www.ciaa.com](http://www.ciaa.com) [www.autobodyhelp.ca](http://www.autobodyhelp.ca)

## Application Form and Checklist

**Mac Users:** Fillable Word Doc Yes/No toggle buttons will not function. Please fill in as complete as possible, print and mark Yes/No, and then scan and email a copy to [applications@roadtrust.ca](mailto:applications@roadtrust.ca) or fax it to Roadtrust at 1-866-220-4645.

Company Legal Name			
Doing Business As (DBA) if applicable			
Full Business Address			
Company Contact Name		Phone Number	
Email Address		Fax Number	

### **Business Requirements**

	Yes	No	Comments
<ul style="list-style-type: none"> <li>Be a registered business with the Province of Ontario and have a registered operating business name</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>Be a full-time business in a permanent structure at a fixed location open during normal business hours</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>Maintain a Garage Liability Policy providing—as a minimum—Third Party Legal Liability and Legal Liability for damage to a customer’s vehicle in its care, custody, or control</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>Maintain Commercial General Liability insurance coverage in the minimum amount of \$2,000,000.00</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>Adhere to the applicable federal, provincial, and municipal acts, regulations, and standards, including but not limited to the following;               <ul style="list-style-type: none"> <li>- Canadian Motor Vehicle Safety Regulation</li> <li>- Motor Vehicle Act Regulations</li> <li>- Workers Compensation Act</li> <li>- Occupational Health and Safety Regulation</li> <li>- Ontario College of Trades</li> <li>- Consumer Protection Act</li> <li>- Environmental Protection Act</li> <li>- Toronto Board of Health</li> </ul> </li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	

	Yes	No	Comments
<ul style="list-style-type: none"> <li>Possess a valid WSIB registration number (and maintain in good standing) by complying with all applicable laws, regulations, and guidelines regarding occupational health and safety and employee protection, including occupational health and safety requirements (or equivalent)</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>Hold a valid HST registration number</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>Comply with all applicable laws, regulations, and guidelines in regards to the protection of the environment, including the handling and disposal of hazardous wastes and contaminants, and possession of required spray booth approval documents from the Ontario Ministry of Environment</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>Demonstrate environmental stewardship through compliance to the City of Toronto - CHEMtrac program</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>Provide a written, limited lifetime guarantee covering parts, installation, and repairs for as long as the customer owns the vehicle</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>Maintain a Customer Satisfaction Index (CSI) that is measured by a third party service provider</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>Have a documented customer dispute resolution process in place</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	

## **Application Form and Checklist**

### **Facility**

	Yes	No	Comments
<ul style="list-style-type: none"> <li>Comply with all applicable building codes; regional, district, and/or municipal bylaws; environmental regulations; and workplace health and safety regulations</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>Permanently affixed adequate business signage to the building that displays the name of the company</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>Have an approved eye wash station and an approved first aid kit</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>Ensure all areas where repairs are completed are conducive to OEM-recommended collision repair methods</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>Have a customer reception area, with its own entrance, separate from the designated collision repair area</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>Keep all areas accessible to customers free of working materials or other dangerous matter</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>Store products safely away from customer areas in accordance with the product manufacturers' recommendations</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	Yes	No	Comments
<ul style="list-style-type: none"> <li>Display the following signage in the customer reception area: <ul style="list-style-type: none"> <li>- Business License(s)</li> <li>- Certificate(s) of Qualification</li> <li>- RoadTrust Collision Repair Service program certificate</li> <li>- Limited lifetime guarantee</li> <li>- Hours of operation</li> </ul> </li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>When required, all providers must have secured overnight storage for customers' vehicles.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	

<ul style="list-style-type: none"> <li>All RoadTrust Collision Repair providers that operate a retail storefront where collision repair services are not completed must meet the following requirements; <ul style="list-style-type: none"> <li>Appropriate business license(s) for areas in which storefront service is provided</li> <li>Ability to provide a workable environment for collision repair services as per recommended procedures by the vehicle manufacturer(s)</li> </ul> </li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
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**Tool and Equipment requirements**

<b>Basic shop equipment</b>	<b>Yes</b>	<b>No</b>	<b>Comments</b>
<ul style="list-style-type: none"> <li>Plastic repair system (eg: airless, chemical, hot air)</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>Headlamp alignment system</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>Basic collision shop equipment (example, fender and car covers, vacuum cleaner, jack stands)</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>Air compressor–hoses–inline filter and water separators</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>Battery charger/booster</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>Lifting equipment to elevate a vehicle for inspection</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>Welding equipment capable of completing proper welding techniques. (Example: 200 amp / 220 volt MIG/MAG welder)</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>Four-point anchoring system capable of holding a vehicle in a stationary position</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>Electrical or hydraulic equipment capable of making simultaneous, multiple body, or structural pulls</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>Pressurized spray booth equipped with a respirator system that meets all current federal, provincial, and regional requirements</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>Forced drying and curing paint application system that will accurately produce original equipment manufacturer-type finishes and colours (can be handheld)</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>Tools and equipment necessary to remove and reinstall frame, suspension, engine and drive train components. If not, a sublet service provider must be identified</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
	<b>Yes</b>	<b>No</b>	<b>Comments</b>
<ul style="list-style-type: none"> <li>Facility for cleaning and recycling paint waste</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>Use of R134a refrigerant recovery/recycling system or proof of a qualified sublet provider</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>Corrosion protection equipment and consumables to restore corrosion protection</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>Demonstrated ability to complete and verify four-wheel alignment through computer printout, either from an in-house alignment system with at least one technician who is certified or qualified, or utilizing a qualified sublet provider</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>SILVER – in addition requires the following</b>			
<ul style="list-style-type: none"> <li>Access to OEM repair procedures and proof of compliance</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	

<ul style="list-style-type: none"> <li>Have a 220 volt, 3-Phase Inverter-Type Squeeze type Resistance Spot Welder (STRSW) capable of 600lbf (270 daN) clamp force and 10,000 amps at electrodes</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	Note brand and model.  _____
<ul style="list-style-type: none"> <li>Have a pulse MIG welder with silicon-bronze MIG brazing capabilities</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	Note brand and model.  _____
<ul style="list-style-type: none"> <li>Measuring system capable of measuring in three dimensions with a current data subscription</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	Name of computerized three dimensional measuring system provider.  _____
<ul style="list-style-type: none"> <li>Have a documented Quality Assurance system</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	Name of system provider.  _____
<ul style="list-style-type: none"> <li>Have a dent removal system/pulling system for steel panels that contains a stud welder, stud pins and pulling attachments</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>Possess electronic diagnostic tools able to assess fault codes for pre and post repair vehicle diagnostic scans and calibrations (in house or sublet)</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	Name of diagnostic tool provider  _____
<b>GOLD - in addition requires the following</b>			
<ul style="list-style-type: none"> <li>Dedicated aluminum repair bay or work separation system that isolates aluminum vehicles from vehicles undergoing steel repairs</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>Dedicated aluminum dust extraction system with wet mix technology—portable or a centrally installed system</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>Portable industrial vacuum system configured especially for the requirements for aluminum repair processes</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>Complete set of aluminum-only hand tools and a storage cart</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>Pulse MIG Welder (220v) capable of welding and brazing aluminum alloys</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	Manufacture/Model of welder.  _____

	Yes	No	Comments
<ul style="list-style-type: none"> <li>Fully digital, aluminum, shielded arc welding unit designed specifically for repairs to vehicles with aluminum bodies</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	Manufacture/Model of welder.  _____
<ul style="list-style-type: none"> <li>Dedicated aluminum dent extraction system containing an aluminum stud welder, heat gun, pyrometer, aluminum hammers, and dent extraction systems</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>Specialized aluminum Self-Pierce Rivet (SPR) removal and insertion tool kit</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>Miscellaneous pneumatic and electrical tools specific to the repair of aluminum vehicles and components (sander, grinder, sabre saw, hammer, glue gun etc.)</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>GOLD PLUS - in addition requires the following</b>			
<ul style="list-style-type: none"> <li>Fulfillment of the requirements for an OEM or model specific collision repair certification program by maintaining the recommended list of tools, equipment, training, and facility requirements needed to perform structural or cosmetic collision repairs for that manufacturer</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	



**Personnel requirements**

Note: All staff performing restricted skills work on customer vehicles must possess an Ontario Qualification or Red Seal certificate for autobody collision damage repair technician, or must be registered as an apprentice with the Ontario College of Trades. All apprentices must be under the supervision of a trades licensed person.

Enter: <b>All Staff and Technician Name and Trade,</b> (Repair/Paint/Prep) and check appropriate box; Ontario Certificate of Qualification or Apprentice then enter their OCOT, CoA, CoQ or Red Seal ID number		<b>C of Q</b>	<b>Apprentice</b>	<b>ID number</b>
1		<input type="checkbox"/>	<input type="checkbox"/>	
2		<input type="checkbox"/>	<input type="checkbox"/>	
3		<input type="checkbox"/>	<input type="checkbox"/>	
4		<input type="checkbox"/>	<input type="checkbox"/>	
5		<input type="checkbox"/>	<input type="checkbox"/>	
6		<input type="checkbox"/>	<input type="checkbox"/>	
7		<input type="checkbox"/>	<input type="checkbox"/>	
8		<input type="checkbox"/>	<input type="checkbox"/>	
9		<input type="checkbox"/>	<input type="checkbox"/>	
10		<input type="checkbox"/>	<input type="checkbox"/>	
11		<input type="checkbox"/>	<input type="checkbox"/>	
12		<input type="checkbox"/>	<input type="checkbox"/>	
13		<input type="checkbox"/>	<input type="checkbox"/>	
14		<input type="checkbox"/>	<input type="checkbox"/>	
15		<input type="checkbox"/>	<input type="checkbox"/>	
16		<input type="checkbox"/>	<input type="checkbox"/>	
17		<input type="checkbox"/>	<input type="checkbox"/>	
18		<input type="checkbox"/>	<input type="checkbox"/>	
19		<input type="checkbox"/>	<input type="checkbox"/>	
20		<input type="checkbox"/>	<input type="checkbox"/>	
21		<input type="checkbox"/>	<input type="checkbox"/>	
22		<input type="checkbox"/>	<input type="checkbox"/>	
23		<input type="checkbox"/>	<input type="checkbox"/>	
24		<input type="checkbox"/>	<input type="checkbox"/>	
25		<input type="checkbox"/>	<input type="checkbox"/>	
26		<input type="checkbox"/>	<input type="checkbox"/>	
27		<input type="checkbox"/>	<input type="checkbox"/>	
28		<input type="checkbox"/>	<input type="checkbox"/>	

29		<input type="checkbox"/>	<input type="checkbox"/>	
30		<input type="checkbox"/>	<input type="checkbox"/>	
If additional space required please copy this page.				

**Note; to confirm your tradesperson is certified in Ontario, the trade they are certified for and/or if they are Red Seal please go to: [www.collegeoftrades.ca/public-register-search](http://www.collegeoftrades.ca/public-register-search)**

**Audit – please confirm audit requirements**

OEM Certification	Yes	No	Comments
Has an audit been completed in accordance with an OEM certification application?	<input type="checkbox"/>	<input type="checkbox"/>	
- Did your facility pass that audit?	<input type="checkbox"/>	<input type="checkbox"/>	
- Please list the OEM brands your facility has been approved to represent.			
Banner/MSO	Yes	No	Comments
Is your facility a member of a Banner/MSO program? If so, please name the Banner/MSO.	<input type="checkbox"/>	<input type="checkbox"/>	_____ (name of Banner/MSO)
Collision Repair Audit	Yes	No	Signature
I require an audit for the purposes of qualifying for the RoadTrust program. I further recognize audits may include repairs in progress and/or completed repairs. Completed repairs will be compared against the repair order, invoice, or estimate for accuracy. The auditor will also inspect vehicles for repair quality and safety.	<input type="checkbox"/>	<input type="checkbox"/>	

**Program fees**

	Check applicable	Annual Fee\$	HST	Total
• Six Month Fee - CIIA Member	<input type="checkbox"/>	\$400	\$52.00	\$452.00
• Six Month Free - Non CIIA Members	<input type="checkbox"/>	\$600	\$78.00	\$678.00
• Re-evaluation fee	<input type="checkbox"/>	\$300	\$39.00	\$339.00

**Payment**

Cheque –please make cheques payable to : "Ckure Mobile Inc."						
Card Type	<input type="checkbox"/>	VISA	Credit Card Number		Security Code	
	<input type="checkbox"/>	MCARD	Credit Card Number		Security Code	
Name on Card				Expiry Date (MM/YYYY)		

Note: Acceptance to the RoadTrust program is by way of evaluation and/or audit to confirm details contained within the application.

Note: payment is partially refundable. All rights to approve or deny acceptance to the program reside with the Collision Industry Information Assistance (CIIA). An appeal process is available through the RoadTrust Certification Advisory Board, who provides oversight to this CIIA certification and accreditation program. Customer service and retention electronic program is offered only to those RoadTrust accredited shops that also pay a monthly service fee of \$80 plus HST with a 2% commission paid to RoadTrust if over \$80 limit of commissions are reached on RoadTrust generated business. Shops must commit to a 30 second response time from electronic notification. A performance agreement is mandatory.

# Program Application and Checklist

Thank you for joining us for dinner on January 11th, 2017

## INTEREST FORM

You can:

- 1 Sign up for the pilot program (there is a participating shop number cap) by going to the [www.roadtrust.ca](http://www.roadtrust.ca) web site , sign up as a partner, pay the fee and complete the application
- 2 Become a member of our advisory and review committee for the six month pilot (only six shops will be accepted). Contact John at [johnnorris@ciia.com](mailto:johnnorris@ciia.com)
- 3 Be interested in active involvement through investments/financing/equity partnership. Contact Prince at [prince@roadtrust.ca](mailto:prince@roadtrust.ca)
- 4 Want to learn more. Had/Have questions? Contact Prince or John or email [info@roadtrust.ca](mailto:info@roadtrust.ca)
- 5 Not interested at this time

NAME:

SHOP:

TELEPHONE NUMBER:

E-MAIL ADDRESS: