



RoadTrust

**Tap into 21st Century Collision Assistance and
Repair**

Program Application and Checklist

The RoadTrust Collision Repair Accreditation program is an initiative driven by and for the collision repair industry. It is offered through the co-operation and assistance of the Collision Industry Information Assistance (CIIA) trade association who have been involved in accreditation programs since 1988.

This program, coupled with the RoadTrust real-time electronic customer retention package, 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 RoadTrust program is beginning its first six month pilot in southern Ontario. The program fees for the first six month pilot are:

CIIA paid-up member	\$200 plus HST
Non-members	\$300 plus HST
Re-inspection fees	\$300 plus HST

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

Pilot program fees for the real-time customer retention and attraction phone app is \$50 per month per location. Future fee costs have not been determined at this time.

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 working with the following improvements:

- to incorporate a vendor third-party pre and post scanning package that will have no fee if no DTC errors are found and can be sent to insurers and manufacturers.
- an incorporation of computer order generated towing to improve and ensure better customer protection for the tow of the damaged or broken-down vehicle
- updating training as available on a per model line basis from www.OEMrepairinfo.ca

The RoadTrust collision repair accreditation application is attached and will provide you with the information you need to determine the necessary requirements to qualify for this program.

1) Shops need to send the completed application via email to applications@roadtrust.ca or mail it to RoadTrust at:

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

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 the 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 October 2017.

Best wishes,

John Norris

Executive Director

CIIA/ HARA

1-866-309-4272

www.ciia.com 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 or fax it to RoadTrust at 1-866-220-4645 or mail it to the address listed on page 3.*

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"> • Be a registered business with the Province of Ontario and have a registered operating business name 	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> • Be a full-time business in a permanent structure at a fixed location open during normal business hours 	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> • 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 	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> • Maintain Commercial General Liability insurance coverage in the minimum amount of \$1,000,000.00 	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> • 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"> - Canadian Motor Vehicle Safety Regulation - Motor Vehicle Act Regulations - Workers Compensation Act - Occupational Health and Safety Regulation - Ontario College of Trades Act - Consumer Protection Act - Environmental Protection Act 	<input type="checkbox"/>	<input type="checkbox"/>	

	Yes	No	Comments
<ul style="list-style-type: none"> 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) 	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> Hold a valid HST registration number 	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> 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 document from the Ontario Ministry of Environment 	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> Demonstrate environmental stewardship through compliance to the City of Toronto - CHEMtrac program 	<input type="checkbox"/>	<input type="checkbox"/>	Toronto shops only
<ul style="list-style-type: none"> Provide a written, limited lifetime guarantee covering parts, installation, and repairs for as long as the customer owns the vehicle 	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> Maintain a Customer Satisfaction Index (CSI) that is measured by a third party service provider 	<input type="checkbox"/>	<input type="checkbox"/>	Provided by RoadTrust
<ul style="list-style-type: none"> Have a documented customer dispute resolution process in place 	<input type="checkbox"/>	<input type="checkbox"/>	

Application Form and Checklist

Facility

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

<ul style="list-style-type: none"> 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"> Appropriate business license(s) for areas in which storefront service is provided Ability to provide a workable environment for collision repair services as per recommended procedures by the vehicle manufacturer(s) 	<input type="checkbox"/>	<input type="checkbox"/>	
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Tool and Equipment requirements

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

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

	Yes	No	Comments
<ul style="list-style-type: none"> Fully digital, aluminum, shielded arc welding unit designed specifically for repairs to vehicles with aluminum bodies 	<input type="checkbox"/>	<input type="checkbox"/>	Manufacture/Model of welder. _____
<ul style="list-style-type: none"> Dedicated aluminum dent extraction system containing an aluminum stud welder, heat gun, pyrometer, aluminum hammers, and dent extraction systems 	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> Specialized aluminum Self-Pierce Rivet (SPR) removal and insertion tool kit 	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> Miscellaneous pneumatic and electrical tools specific to the repair of aluminum vehicles and components (sander, grinder, sabre saw, hammer, glue gun etc.) 	<input type="checkbox"/>	<input type="checkbox"/>	
GOLD PLUS - in addition requires the following			
<ul style="list-style-type: none"> 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 	<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 an auto body or auto body 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.

1	Enter All Staff and Technician Name and Trade, (Repair/Paint/Prep) and check appropriate box; Ontario Certificate of Qualification or Apprentice then enter their OCOT, CoA, CoQ or Red Seal ID number	C of Q	Apprentice	ID number
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

[Shops needing approval for vehicle security services or rebuilt vehicle inspection services will be able to use RoadTrust's help to apply. For shops that do not yet meet technician trades standards, RoadTrust has available a Technician Equivalency Assessment package at no charge to help as well as training courses to assist techs in successfully passing the Red Seal exam.](#)

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. Shops must agree to allow Roadtrust and CIIA to access these audit reports, including third party reports done for the shop.	<input type="checkbox"/>	<input type="checkbox"/>	

Program fees

	Check applicable	Program Fee\$	HST	Total
• Six Month Fee - CIIA Member	<input type="checkbox"/>	\$200	\$26.00	\$226.00
• Six Month Fee - Non CIIA Members	<input type="checkbox"/>	\$300	\$39.00	\$339.00
• Re-evaluation fee	<input type="checkbox"/>	\$300	\$39.00	\$339.00

Payment

Cheque –please make cheques payable to: “Ckure Mobile Inc.” (which is the parent company that is bringing the RoadTrust program to you)						
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. A performance agreement is mandatory. Shops will also need to sign a privacy agreement which is also part of the overall RoadTrust application package agreement. For shops interested in being part of this exciting shop accreditation program and learning more about the real-time electronic customer retention and attraction phone app for your customers, please fill out the easy-to-use partner identification request form on the Partners page at www.RoadTrust.ca.