

## CCIF VANCOUVER AGENDA – SEPTEMBER 30, 2016

- 7:30-8:30am Registration & Continental Breakfast**
- 8:30-9:00am Welcome & opening remarks – Joe Carvalho, CCIF Chairman**
- 9:00-9:30am FNOL Assignment project - Larry Jefferies, President, Jefferies Consulting**  
Larry will provide an update on project, discuss the success that participating insurers are seeing, and present preliminary data from repairers on the impact of the FNOL system.
- 9:30–10:30am Industry Accreditation and OEM Certification: New opportunities for shop recognition**  
OEM Certification programs have been developing in Canada over the past 3-4 years, focused primarily on the luxury brands. Today, opportunities for OE accreditation are increasing, with mainstream brands now offering certification programs. In addition, there are new options being introduced for shop recognition. This session will provide an opportunity to hear about the new options available in Canada.
1. Certified Collision Care – Leanne Jefferies, Vice President Canadian Operations, Assured Performance Network
  2. ARA Collision Certification Program – David Ribeiro, Coordinator, Leadership Programs, ARA
  3. CCIAP Accreditation Program – Andrew Shepherd, Senior Director, Industry Programs, AIA Canada
- 10:30-11:00am Networking Break**
- 11:00-11:45am Terry Daniels, Managing Director, Impact Auto Auctions**  
Who is Impact Auto Auctions? The salvage side of the automotive industry is big business, and many collision repair stakeholders may not realize the important role and impact of this part of the industry. Terry will provide a look at the salvage industry, and share his insight on major industry trends, environmental impacts, recycled parts, and changes expected in the future.
- 11:45 – 12:00pm CCIF Skills Program and Haiti Arise Technical School - Leanne Jefferies, CCIF Skills Program Director**  
Leanne will show the 2016 Skills Canada National Competition video and provide a preview of 2017 programs. Leanne will also provide a brief update on the Haiti Arise Technical School project and the Corporate Sponsorship Program.
- 12:00-1:00pm Lunch & Networking**
- 1:00-1:15pm I-CAR Canada – Andrew Shepherd, Executive Director, I-CAR Canada**  
Andrew will provide an update on class availability across Canada.
- 1:15-2:00pm The Education-Industry Connection - Patrice Marcil, Learning & Development Director, North America, Axalta Coating Systems**  
Patrice will continue the discussion from CCIF Montreal on the education-industry disconnect, and explore opportunities to re-connect and find ways to create positive change. The VOICE will provide opportunity for industry input into a future CCIF project.
- 2:00-2:15pm Scanning vehicles: A Closer Look – Joe Carvalho, Economical Insurance and CCIF Chairman**  
Since January several OEM's have released updated position statements requiring pre-repair and post-repair Diagnostic Scans and a variety of calibrations. A Vehicle Diagnostic Scanning Demonstration Event was held in August to provide an opportunity to gather information for industry. The session will share comparative results from OEM and aftermarket scanning equipment, and provide industry with information to consider.
- 2:15pm-3:15pm Panel discussion: Trends, Facts and the Future. Moderator: Joe Carvalho, Economical Insurance and CCIF Chairman**  
**Panellists:** Tony Sutera-Sardo, RSA | Rick Hatswell, Craftsman Collision | Christopher Hancock, ICBC  
Derek Chao, AutoMind Collision | Steve Leal, Fix Auto Canada
- The panel discussion will delve into the various subjects covered off throughout the day. Each panelist will have an opportunity to provide their individual outlook on the following subjects. The feverish amount of consolidation within the collision repair industry, vehicle scanning, what is the collision industry doing to attract and retain the next generation, will accreditation be beneficial or detrimental and the importance of getting the correct information from the insurer to repairer on the first notice of loss.
- 3:15-3:30pm CCIF Chairman closing remarks**
- 3:30pm Meeting Conclusion**