

Guide to Becoming an **EV**friendly Certified Supplier



Table of contents

Program Overview.....	3
About This Guidebook.....	3
Audits	4
Certification Renewals.....	4
Training Requirements	5
Training Courses	5
EVfriendly Dealer Training	5
EVfriendly Towing and Recovery.....	6
EVfriendly Dismantling and Recycling.....	6
EVfriendly Basic Mechanical Repair.....	7
EVfriendly Basic Collision Repair	7
EV Mechanical Technician Certification.....	8
Business Requirements.....	10
Terms and Conditions.....	10



Program Overview

The **EVfriendly** certification program is designed to help instill confidence with consumers who are in the process of transitioning from driving a conventional gas-powered vehicle to an all-electric or plug-in hybrid, or have already made the switch to electric. The goal of the **EVfriendly** program is to assure these customers that their vehicle will be properly cared for by trained and qualified industry professionals. The program covers the complete electric vehicle (EV) lifecycle, including point of sale, towing and recovery, service and repair, and end-of-life processes. The program offers training, support, and certification status for licensed motor dealers, towing and recovery companies, collision and mechanical repair facilities, and the vehicle dismantling and recycling industry. By reviewing this guidebook and completing the application process, you will be taking your first steps toward creating a more environmentally sustainable future. EV owners can be assured their vehicle is in the hands of a qualified professional. **EVfriendly** is all about connecting a customer with the qualified industry professionals and environmentally-friendly practices.

About This Guidebook

This guidebook has been prepared to help automotive businesses learn how they can become **EVfriendly** certified suppliers. Before registering and completing the verification process, we encourage business owners and managers to read each section carefully.

There are four steps to becoming **EVfriendly** certified:

Step One

Download the guidebook and read thoroughly. The guidebook explains the process of applying for certification and the requirements you must meet before you apply. Below is a detailed list of the requirements for each industry sector along with the required verification and documentation.

Step Two

Download and complete the self-assessment checklist. The self-assessment checklist provides you with a trial-run audit of your business to see if you are able to meet each requirement. If you are unable to meet all the requirements, you must implement the necessary corrective actions before you are allowed to complete the process.

Step Three

Complete all the required training. A complete list of all required and recommended training is provided below. Before applying for certification, your employees must complete all required courses and provide a copy of their certificates of completion. Training requirements vary for each industry sector and you

must allow ample time for completion before registering and completing the verification process. You will be required to verify completion of training before you can complete the certification process.

Step Four

Verify that you meet certification requirements. Now that you have completed steps one through three, you can register your company as **EVfriendly** certified. Initial registration and subsequent re-certification are done at *EVfriendly.ca*. Verification of each requirement is detailed in the industry requirements table below. It is recommended that you gather all the required documentation and store it in a folder on your computer prior to beginning the verification process.

Once you have completed all four steps, you will be redirected to PayPal for fee payment processing.

You will be sent an email confirming your certification and will receive your **EVfriendly** certificate in your mailbox shortly afterward.

Audits

All certification applications are subject to verification. This can occur at the time of registration or immediately thereafter. Verification ensures that the information you have uploaded has been accurately reported.

If your company has been selected for audit, you will be notified by email and requested to provide any additional information required to verify that you meet certification requirements. After we have received all required information, and have verified that you meet requirements, your application will be processed.

You will not be able to complete certification until you supply all the information requested through your audit.

Certification Renewals

All new certifications will be reviewed after one year, at which time you will be required to re-certify. Your certification will then be valid for a period of three years. You will be notified prior to your re-certification due date so you have time to prepare. As this is an evolving industry program, requirements are subject to change. Therefore, before you attempt to re-certify, you should check the guidebook, website, and/or watch your email for any updates or changes to the program.

Training Requirements

Every EVfriendly supplier must fulfill training requirements according to their specific industry. All initial training must be completed prior to the completion of the application process. Additional training of new hires should be completed throughout the certification period. You must keep records of all training in the event you are audited.

Upon re-certification, the employer must ensure all training is up to date and that all records have been maintained. As EV technology continues to evolve, training courses may be upgraded or new additional courses or requirements may be added. Re-certification periods may also be subject to change. You will be notified when a course certification is due for renewal.

Additionally, as part of the EVfriendly professional development, other educational webinars, training sessions, or events may be held. Employers will be expected to maintain a certain amount of professional development credits.

Training Courses

Obtaining EVfriendly certification will require your employees to complete industry-specific training. Some training is required to be performed prior to your certification; other training is recommended, but not required. Below is a description of the EVfriendly-approved training courses and training providers:

EVfriendly Dealer Training

This online training course available at <https://training.ara.bc.ca> is required for all sales staff and sales managers, and is recommended for finance and insurance (F&I) staff, lot persons, detailers, drivers, etc. The course topics include:

- Overview of EVs
- Consumer profiles
- Identifying your customers' needs
- Translating EV performance
- Maintenance and safety
- EV charging
- Buying & appraising EVs

Completion of each module is required. The learner will be required to complete a short quiz at the end of each module, with a final exam at the end of the course.

EVfriendly Towing and Recovery

This online training course, available at <https://training.ara.bc.ca>, is required for all towing and recovery operators and supervisors. It is recommended for dispatchers, administrative personnel, and storage yard or maintenance staff.

The course topics include:

- Overview of EVs
- Scene safety
- Identifying, securing, and disabling an EV
- Loading and securing an EV
- EV recoveries
- EV storage

Completion of each module is required. The learner will be required to complete a short quiz at the end of each module, with a final exam at the end of the course.

EVfriendly Dismantling and Recycling

This online training, available at <https://training.ara.bc.ca>, is required for all vehicle dismantlers, inventory managers, receivers, parts sales, shippers, delivery drivers, and any other staff that may handle or operate EVs. It is recommended for all other employees. The courses are split into two levels; level one is for all employees, and level two covers additional instruction required for dismantlers, receivers, inventory managers, and anyone involved with high-voltage (HV) battery and components testing. The course covers:

- EV overview
- Understanding EVs
- High-voltage batteries and components
- EV design
- Receiving and inventorying
- Dismantling
- Hazards and emergency response
- Battery testing
- Battery storage
- Shipping
- Battery sales

Completion of each module is required. The learner will be required to complete a short quiz at the end of each module, with a final exam at the end of each course.

EVfriendly Basic Mechanical Repair

This online training course, available at <https://training.ara.bc.ca>, is required for automotive service technicians or anyone who repairs EVs and is not a certified EV technician. The course covers:

- EV overview
- Understanding EVs
- High-voltage batteries and components
- EV design
- Hazards and emergency response
- Common maintenance issues
- Safety protocols for working on or near EVs

Completion of each module is required. The learner will be required to complete a short quiz at the end of each module, with a final exam at the end of each course.

EVfriendly Basic Collision Repair

This online training course, available at <https://training.ara.bc.ca>, is recommended for all automotive collision repair technicians or anyone who is involved in the process of repairing electric vehicles including but not limited to estimators, painters, prep, etc., and that is not a certified technician. The course covers:

- EV overview
- Understanding EVs
- High-voltage batteries and components
- EV design
- Hazards and emergency response
- Common maintenance issues
- Safety protocols for working on or near EVs

Completion of each module is required. The learner will be required to complete a short quiz at the end of each module, with a final exam at the end of each course.

EV Mechanical Technician Certification

EVfriendly-approved EV Technician Training is available from:

- BCIT – Auto 4011 Electric Vehicle Technology and Service
- Automotive Training Centre - Automotive Hybrid Technology
- Okanagan College, visit: <https://www.okanagan.bc.ca>
- College of New Caledonia, visit: <https://cnc.bc.ca>
- Camosun College, visit: <https://camosun.ca>

EVfriendly-approved recommended supplemental training for collision repair technicians:

- ICAR <https://www.i-car.ca/>
 - FO009E01 1.00 Ford Battery Electric Vehicle (BEV) Components and Operation
 - VT455E01 0.50 Electric Vehicle (EV) Damage Analysis
 - VT450E01 0.50 Electric Vehicle (EV) Initial Inspection and Handling
 - MK025E02 1.00 Electrical Damage Inspection - ENGLISH
 - MK030E02 1.00 Electrical Theory - ENGLISH
 - MK180E01 1.00 Troubleshooting Basic Electrical Circuits - ENGLISH
 - MK210E01 0.75 Hybrid, Electric, and Alternative Fuel Vehicle Service - ENGLISH
 - VT430E01 0.50 Introduction to Electric Vehicles

Below is a list of training requirements for each industry sector:

Industry Sector	Required Training	Recommended Training
Vehicle dismantling and recycling	EVfriendly recycling level 1 training required for dismantlers, receivers, inventory managers, parts sales, shippers, delivery drivers.	Level 1 training is recommended for all other employees to enhance their awareness and understanding of EVs (e.g. employees not involved with handling and/or sales of electric vehicles or high voltage batteries and components).
Vehicle dismantling and recycling	EVfriendly recycling level 2 required for dismantlers, receivers, and inventory managers (including HV battery and components testing).	Recommended for parts sales, shippers, delivery drivers or any other employee not directly involved with the handling of EVs.

Industry Sector	Required Training	Recommended Training
Vehicle dismantling and recycling		Transportation of dangerous goods (TDG) certification for shippers or managers is recommended but not required at this time. Training is available online from Global Hazmat at https://ohs.ara.bc.ca/ohs-learning
Licensed motor dealers	EVfriendly dealership training is required for all sales people and sales managers.	Recommended for F&I, lot person, detailers, and drivers.
Towing and recovery	EVfriendly towing and recovery is required for all operators.	Recommended for dispatchers or any other employee handling EVs.
Mechanical repair	EV tech certification training required for at least one technician at each facility. Technician must complete required training prior to certification.	It is recommended but not required that a second technician completes this level of training.
Mechanical repair	EVfriendly basic mechanical repair training is required for anyone working on or near EVs. Training is limited to any technical operation involving high-voltage system or components.	Recommended for all other positions such as warranty clerk, parts or service managers, shop help, etc., to enhance their awareness and understanding of EVs.
Collision repair		Basic EVfriendly safety awareness training is recommended for any employee working directly with EVs including, technicians, prep, drivers, estimators, etc. Other supplementary training through ICAR is recommended. See list of approved ICAR trainings.

Business Requirements

In addition to fulfilling employee-training requirements, EVfriendly certified suppliers are expected to maintain business standards and requirements. The standards and requirements for each industry sector are detailed in the tables below at the end of this guidebook.

Terms and Conditions

As technology, industry, and market conditions change, you acknowledge that certification requirements, including training requirements, may also change. You agree to incorporate all changes in order to maintain your certified status. Failure to do so may result in withdrawal from the certification program. You agree to promote the benefits of EV ownership and encourage your customers to use EVfriendly certified providers for all applicable services.

If for any reason you leave the program, or your certification is withdrawn, all signage and promotional material must be returned, and the provider must immediately discontinue use or display of the EVfriendly certified program logo on all premises, mobile units, business cards, stationery, advertising, and any other use of the logo.

The ARA reserves the right to withdraw a provider's certification. The reasons an EVfriendly certified provider could lose certification include but are not limited to the following:

- Failure to abide by the terms and conditions outlined in this program guide
- Failure to abide by the terms of the signed certification agreement
- Failure to complete guaranteed, quality, and safe repairs
- Wilfully making false statements on the application for certification
- Unprofessional conduct
- Intentional, negligent, or fraudulent misrepresentation to customers with respect to services performed or parts supplied
- Unauthorized use of EVfriendly logo

EVfriendly Program Standards and Requirements (Vehicle Dismantling and Recycling)

Requirement	Standards	Verification
General facility	<p>Must be a full-time business in a permanent structure at a fixed location open during normal business hours (all EVs must be processed/dismantled at the registered onsite facility)</p> <p>Facility must be properly zoned for use as a recycling/dismantling facility.</p> <p>Must have either a municipal business license or land use agreement.</p> <p>Battery storage area and general facility must meet all safety requirements. See <i>OHS Responsibilities and Industry-Supported Safe Work Practices for the Handling, Dismantling, Storage and Transportation of Electric Vehicles and High-Voltage Batteries</i> available from https://ohs.ara.bc.ca and recycler training available from https://training.ara.bc.ca.</p>	<p>Copy of municipal business license or land use agreement</p> <p>Facility pictures:</p> <ul style="list-style-type: none"> • EV receiving area (this must be a separate area apart from other salvage vehicles. The area must be clearly marked with cautionary signage). • Dismantling area (picture of your dismantling area with vehicle hoist for removing batteries). • EV battery storage area (EV battery storage area must be clearly marked and designated for HV batteries). The area must be enclosed, dry, and secure from the public and away from any flammable materials).
Insurance	<p>Have a minimum level of Commercial General Liability insurance (\$2,000,000) plus hold a valid Garage Policy</p>	<p>Declaration of compliance</p>
Must meet all federal, provincial and municipal Acts and regulations	<p>Adhere to applicable federal, provincial, and municipal acts, regulations, and standards, including health and safety (includes Hazardous Waste Regulations sections 3-17, Vehicle Dismantling, and Recycling Industry Environmental Planning Regulations).</p>	<p>Declaration of compliance</p> <p>Member of AREA: Yes/no</p> <p>If no, provide Ministry of Environment registration letter</p>

Requirement	Standards	Verification
Commit to distributing consumer guides/information	<p>Link to EVfriendly website for information on battery recycling and second-life purpose.</p> <p>Recycler is required to ask qualifying questions of customers purchasing used HV batteries. Commit to providing “Information on second-life batteries for the Consumer” fact sheet.</p> <p>Referring EVfriendly qualified providers for repairs on customer EVs. Website features logo with link (recommendation) to EVfriendly website.</p>	<p>Declaration of intent to distribute accurate information.</p> <p>Communication and distribution of second-life consumer fact sheet to general public who purchase HV batteries.</p> <p>Distribution of information (e.g. links or referrals to the EVfriendly website)</p>
Identified as an EVfriendly provider	<p>Display of signage (sign, certificate, window decal, etc.) identifying as an EVfriendly supplier.</p>	<p>Is this a re-certification? Yes/no</p> <p>If yes, verification picture of EVfriendly certification (e.g. sign, certificate, window decal, etc.), must be displayed in a visible location.</p> <p>If no, declaration of your intent to display EVfriendly signage, certificate or window decal in a visible location.</p> <p>If yes, please provide pictures of signage and/or wall certificate identifying your facility as an EVfriendly supplier.</p> <p>Signage should be visible to customers (e.g. in main customer service area or waiting room).</p>
Battery/powertrain warranty	<p>Offer a four-month warranty on battery (stipulates that repair facility will test battery and record capacity (State of Health) prior to installation). Provide a six-month warranty on batteries to EVfriendly repair facilities. Training will be provided in testing HV batteries and equipment but investment in equipment will be optional at this point. (Optional) Battery warranty does not apply to batteries used for second-life purpose (e.g. secondary energy storage).</p>	<p>Confirm yes/no</p> <p>Document upload</p> <p>Copy of warranty policy</p> <p>Warranty must be posted (at business or on the website).</p>

Requirement	Standards	Verification
Training	<p>Commit to having only staff with EV training provide services related to EVs.</p> <p>Training will be available online through the ARA Training Centre of Excellence, at https://training.ara.bc.ca. Training is a requirement for any worker working directly with EVs (e.g. any one receiving, inventorying, dismantling, and parts removal, parts sales, shipping, or handling a EV.</p> <p>EVfriendly recycler level 1: required for management, parts-person, delivery driver, shipping and receiving, inventory management, and dismantlers.</p> <p>EVfriendly recycler level 2: dismantling training and battery testing – required for receivers, dismantlers, and inventory and battery testers.</p> <p>Recommended for all other employees.</p>	<p>Declaration of training compliance</p> <p>Keep all course certificates of completion on file in the event you are selected for random audit.</p>
Ensure records of training are maintained	All training records must be maintained.	<p>List number of employees</p> <p>List names and positions of employees who have received training</p> <p>List training course(s) completed</p>
Observational assessment	<p>Observational assessment must be conducted by a supervisor or senior operator for any employee involved in the work of dismantling and or testing of HV batteries.</p> <p>After online training has been completed and following at least 3 weeks from time of training, the supervisor – using a prescribed checklist – will review basic operations with the employee to assess competency. All records must be maintained.</p>	<p>Have all operational assessments been completed using the prescribed checklist?</p> <p>Yes/no</p> <p>You must keep on file. Under random audit, you may be asked to provide copies of these assessments.</p>

Requirement	Standards	Verification
TDG training	Recommended but not required: At least one person (shipper) to complete TDG certification.	Retain a copy of TDG certification (at least one employee)
Equipment	Commits to use of proper personal protective equipment (PPE) for handling and dismantling of EVs. PPE defined in <i>OHS Responsibilities and Industry-Supported Safe Work Practices for the Handling, Dismantling, Storage and Transportation of Electric Vehicles and High-Voltage Batteries</i> , available from https://ohs.ara.bc.ca , and recycler training, available from https://training.ara.bc.ca . Other equipment requirements include anything related to the proper storage, testing, and transport of batteries.	Declaration of compliance
Safety standards	Commits to all applicable safety standards as set out in OHS regulations and <i>OHS Responsibilities and Industry-Supported Safe Work Practices for the Handling, Dismantling, Storage and Transportation of Electric Vehicles and High-Voltage Batteries</i> , available from https://ohs.ara.bc.ca .	Declaration of WSBC compliance and OHS guidelines
Emergency response plan	Commits to communicating and training employees in emergency response and evacuation procedures.	Declaration of plan and employee training
Environmental management	Commits to following: all environmental protocols including maintaining all records of battery sales/disposal and waste batteries as per HWR section 6. Batteries sold outside of industry for second-life use are also recorded.	Declaration of compliance Records may be subject to verification during auditing and may be combined with environmental audit at a future date.

EVfriendly Program Standards and Requirements (Mechanical Repair Industry)

Requirement	Standards	Verification
General facility	<p>An EVfriendly mechanical repair facility must have a permanent location with fixed operating business hours.</p> <p>An EVfriendly mechanical repair facility must meet municipal licensing and zoning requirements (may be in the form of a land use agreement). A facility may also provide mobile services for EVs provided they are able to meet all applicable OEM safety and repair standards (Mobile service may be require a special license in certain municipalities).</p> <p>Facilities must have the ability to hoist a vehicle for inspection. The hoist or lift must meet all applicable WorksafeBC regulations.</p>	<p>Copy of municipal business license or land use agreement</p> <p>Facility pictures:</p> <ul style="list-style-type: none"> • Customer service area • Repair bay with hoist
Insurance	<p>A minimum level of \$2,000,000 in liability insurance</p> <p>Garage policy</p>	Declaration of compliance
Must meet all federal, provincial and municipal Acts and regulations	This would include meeting WorkSafeBC requirements, employment regulations, transportation of dangerous goods regulations, etc.)	Declaration of compliance
Proof of proper handling and disposal of hazardous wastes and contaminants	<p>Pertains specifically to disposal of waste from HV Li-ion or NiMH batteries. Must maintain documentation of disposal. Waste must be discarded with an EVfriendly supplier or the facility has a contract that confirms whoever manages the waste can provide proof of proper disposal and transportation of goods.</p>	<p>Declaration of compliance</p> <p>Copy of disposal agreement upon random audit</p>

Requirement	Standards	Verification
Commit to distributing consumer guides/information	Information will be developed for consumers concerning such things as proper care and maintenance of EVs, etc. Information will be digital. Facility will provide link to EVfriendly website to provide reliable info to consumers.	Declaration of intent to distribute accurate information.
Provide proper identification as an EVfriendly provider to promote program	Repair facility will identify its business as EVfriendly to customers, and will be required to display a window decal, logo, wall plaque, and EVfriendly website link from their website. Business will also be listed as EVfriendly on EVfriendly website directory.	<p>Is this a re-certification? Yes/no</p> <p>If yes, verification picture of EVfriendly certification (e.g. sign, certificate, window decal, etc.), must be displayed in a visible location.</p> <p>If no, declaration of your intent to display EVfriendly signage, certificate or window decal to be displayed in a visible location.</p> <p>If yes, please provide pictures of signage and/or wall certificate identifying your facility as an EVfriendly supplier.</p> <p>Signage should be visible to customers (e.g. in main customer service area or waiting room).</p>
Require automotive technicians working on EVs to acquire training specific to EVs	<p>At least one automotive service technician at an approved EVfriendly facility must complete one of the following training to be referred to as EV technician:</p> <p>BCIT – Auto 4011 Electric Vehicle Technology and Service</p> <p>Automotive Training Centre - Automotive Hybrid Technology</p> <p>Okanagan College, visit: https://www.okanagan.bc.ca/</p> <p>College of New Caledonia, visit: https://cnc.bc.ca/</p> <p>Camosun College, visit: http://camosun.ca/</p>	<p>Declaration of compliance</p> <p>Listing employees and level of training</p> <ol style="list-style-type: none"> 1. List name of lead tech with EV certification from a recognized institution 2. List all other employees enrolled in basic online EV awareness training. <p>You must keep all certificates of completion on file. Under random audit, you may be asked to provide copies of these.</p>

Requirement	Standards	Verification
Require employees performing secondary services, functions or repairs to complete the EVfriendly basic mechanical repair online training	Required for automotive techs who are not EV certified and/or anyone else involved in working on or around EVs. This course is recommended for everyone else who is not working directly on EVs.	Declaration of compliance List of employee names who have completed course Keep certificates of completion in event of random audit.
Provide operational oversight for other workers working on or around EVs	<p>An employer must have protocols in place for repair operations that do not require a certified EV technician.</p> <p>Before basic repair operation is performed (e.g. changing a tire) the employee with basic training will assess the EV (e.g. check warning lights, etc.).</p> <p>Items such as tires, brakes, suspension, lighting, infotainment, interior components, windshield wiper components, final drive services, and cabin filters do not require specific EV training but the service technician should still always refer to repair instructions prior to attempting the repairs. The employee should always consult the job with the EV certified technician in the shop.</p> <p>See EVfriendly basic mechanical repair training for more information on meeting this requirement.</p>	Declaration of compliance
Commit to ongoing training	Repair facility commits to ongoing training and professional development for staff and participates in ongoing webinars and training sessions sponsored or hosted through EVfriendly program.	Is this a re-certification? Yes/no
Equipment requirements	<p>See basic list below.</p> <p>EVfriendly repair facilities must meet all applicable OEM equipment requirements.</p>	<p>Equipment standards checklist</p> <p>Checklist verification yes/no</p> <p>Declaration of compliance confirming facility meets equipment requirements.</p>

Requirement	Standards	Verification
Service warranty	12 months, or 20,000 km	Declaration of compliance Warranty policy is posted yes/no
Emergency response plan	Commits to communicating and training employees in emergency response and evacuation procedures.	Declaration of plan and employee training Physical verification (e.g. posted plan) may be required upon random audit verification.
Access to OEM procedures data	<p>Repair facility follows proper OEM repair procedures and has access to data:</p> <ul style="list-style-type: none"> • 3rd party providers • ALLDATA • Mitchell Repair • OEM • Direct OEM Repair Access • OEM Certifications 	<p>Validation or listing of providers</p> <p>Check all that apply</p>

Mechanical Repair Equipment Checklist

Equipment/ Tool	Suggested Brands	Uses	Quantity
High-voltage gloves (aka lineman gloves) must include leather over gloves	Salisbury, Eecol Electric, Trydor Industries	When handling any high-voltage circuit or component or potential high-voltage circuit or component.	Min. four sets in the four most common sizes (S,M,L and XL)
High-voltage roof topper warning cones	Procure locally	Must be displayed on the roof of a high-voltage vehicle whenever the high-voltage circuit is being serviced.	One per high-voltage vehicle being serviced.
Stanchions with marker tape	Procure locally	To “tape off” any high-voltage vehicle or component being serviced.	Four per vehicle being serviced.
CAT 3 multimeter and accessories with insulation meter built in	Fluke 1577 or Fluke 1587 Procure Locally	Testing for high-voltage and loss of isolation	Min. one
Class “D” fire extinguisher	Procure from current fire suppression company	For use on Lithium-Ion battery fires	Min. one
Milliohm meter	Amp probe MO100 - NAPA	Testing electric motor windings	One
High-voltage face shield	Procure locally	To provide arc flash protection	One
Battery pack lift	OTC Powertrain lift SKU 1595	For HV battery removal	One
Insulated tool kit	Snap On Industrial Tools, Acklands/ Grainger etc.	To safely work inside a battery pack	One
EVSE (electric vehicle supply equipment)		Supply electric energy to recharge electric vehicles. Keeping you and your electric car safe while charging.	One

EVfriendly Program Standards and Requirements (Collision Repair Industry)

Requirement	Standard	Verification
General facility	<p>An EVfriendly collision repair facility must have a permanent location with fixed operating business hours.</p> <p>An EVfriendly collision repair facility must meet municipal licensing and zoning requirements (may be in the form of a land use agreement).</p>	Copy of municipal business license or land use agreement.
Insurance	A minimum level of \$2,000,000 in liability insurance. Garage policy.	Declaration of compliance
Must meet all federal, provincial and municipal Acts and regulations	This would include meeting WorkSafeBC requirements, employment regulations, transportation of dangerous goods regulations, etc.)	Declaration of compliance
Proof of proper handling and disposal of hazardous wastes and contaminants	<p>Pertains specifically to disposal of waste from HV Li-ion or NiMH batteries. Must maintain documentation of disposal.</p> <p>Waste must be discarded with an EVfriendly supplier or the facility has a contract that confirms whoever manages the waste can provide proof of proper disposal and transportation of goods.</p>	<p>Declaration of compliance</p> <p>Copy of disposal agreement upon random audit.</p>
Commit to distributing consumer guides/ information	Information will be developed for consumers concerning such things as proper care and maintenance of EV, etc. Information will be digital. Facility will provide link to EVfriendly website to provide reliable info to consumers.	Declaration of intent to distribute accurate information.

Requirement	Standard	Verification
Provide proper identification as an EVfriendly provider to promote program	A collision repair facility will identify their business as EVfriendly to customers. Will be required to display a window decal, logo, wall plaque, and EVfriendly website link from their website. Business will also be listed as EVfriendly on EVfriendly website directory.	<p>Is this a re-certification? Yes/no</p> <p>If yes, verification picture of EVfriendly certification (e.g. sign, certificate, window decal, etc.), must be displayed in a visible location.</p> <p>If no, declaration of your intent to display EVfriendly signage, certificate or window decal in a visible location.</p> <p>If yes, please provide pictures of signage and/or wall certificate identifying your facility as an EVfriendly supplier.</p> <p>Signage should be visible to customers (e.g. in main customer service area or waiting room).</p>
Require automotive technicians working on EVs to acquire training specific to EVs	<p>Additional external EV training for collision repair shops is recommended but not required.</p> <p>Employees must receive a minimum level of training on the hazards associated with EVs from their employers.</p> <p>EVfriendly offers a basic level EV awareness course dealing with EVs and their hazards, which is recommended.</p> <p>Collision repair shops that store salvage for ICBC are recommended to take EVfriendly towing course module for storage.</p> <p>Other recommended courses</p>	<p>Declaration of commitment to training</p> <p>Have any of your employees received training from an external training provided (e.g. ARA, ICAR, etc.)</p> <p>List employees level of EV training</p> <p>Keep all records of training and certificates of completion</p>
Equipment requirements	EVfriendly collision repair facilities must meet all applicable OEM equipment requirements.	Declaration of compliance

Requirement	Standard	Verification
Emergency response plan	Commits to communicating and training employees in emergency response and evacuation procedures.	Declaration of plan and employee training Physical verification (e.g. posted plan) may be required upon random audit verification.
Access to OEM procedures data	<p>Repair facility follows proper OEM repair procedures and has access to data:</p> <ul style="list-style-type: none"> • 3rd party providers • ALLDATA • Mitchell Repair • OEM • Direct OEM Repair Access • OEM Certifications 	<p>Validation or listing of providers</p> <p>Check all that apply</p>
Member of ICBC Collision Repair Program	For collision repair facilities	Declaration of compliance
For collision repair shops: outsource of mechanical repair and towing	<p>For shops that do not have a EVfriendly mechanical technician.</p> <p>EVs requiring any work involving HV battery or component work must be sent to a qualified certified EV technician for repairs.</p>	Declaration of compliance

EVfriendly Program Standards and Requirements (Licensed Motor Dealer)

Requirement	Standard	Verification
General facility	An EVfriendly dealer must have a fixed location with fixed operating business hours and meet municipal licensing and zoning requirements (may be in the form of a land use agreement).	Copy of municipal business license or land use agreement
Insurance	A minimum level of \$2,000,000 in liability insurance Garage policy	Declaration of compliance
Must meet all federal, provincial and municipal Acts and regulations	Must hold a valid license from the MVSA. Sales persons must be licensed. Must meet all other municipal, provincial and federal regulations.	Declaration of compliance Verification of MVSA licensing under random audit.
Commit to distributing consumer guides/ information	Info digital. EVfriendly website posted on company website. Consumer info decals on EVs with QR code directing customer to EVfriendly website buyer's guide.	Is this a re-certification? Yes/no If no, declaration of intent to distribute accurate information. If yes, verification of communication and distribution of materials included (e.g. links to website info) upon random audit. Random verification upon re-certification
Identify as an EVfriendly provider	As an EVfriendly dealer, you are committed to the growth of EVs and meeting the commitments of the EVfriendly program. An EVfriendly dealer is required to properly identify as EVfriendly, meaning they must have appropriate signage or identification such as a business window decal, vehicle window decals, or a wall certificate displaying their dealership as EVfriendly.	Is this a re-certification? Yes/no If no, declaration of commitment to identify your business as EVfriendly including verification of door/window decal, signage, website and/or advertising identifying as EVfriendly Declaration of commitment to display window decals yes/no If yes, verification of distribution of materials including verification of door/window decal, signage, website and/or advertising identifying as EVfriendly Verification of display window decals yes/no

Requirement	Standard	Verification
Onsite charging capability	Commitment to install a Level 2 charging capability within an acceptable time frame (one year).	<p>Do you currently have a level 2 charging station?</p> <p>Yes/no</p> <p>If yes, picture of level 2 charging system.</p> <p>If no, a declaration of commitment to installing a level 2 charger before next re-certification date.</p>
Mechanical and safety inspection	Basic mechanical safety inspection with battery state of health report.	<p>Is this a re-certification?</p> <p>If no, Declaration of compliance</p> <p>If yes, a copy of most inspection report</p> <p>Verification of inspection reports for previous sales may be asked upon random audit.</p>
Powertrain warranty	Either offer a third party warranty that offers protection for EVs and/or HV battery and component coverage or a 30-day dealer warranty offering coverage for HV battery and components	<p>Copy of warranty policy</p> <p>Declaration of compliance</p> <p>Copy of warranty posted/advertised upon random audit.</p>
Require sales persons to acquire training specific to EVs	Only sales people that have completed EVfriendly online training may sell EVs. All new hires to go through training.	<p>Declaration of completed training</p> <p>List of employees</p> <p>Verification of certificates upon random audit</p>

EVfriendly Program Standards and Requirements (Towing)

Requirement	Standard	Verification
General facility	<p>An EVfriendly tower must have a proper business license or land use agreement.</p> <p>Where the vehicle is being towed to a storage facility the tower must be a full-time business with a permanent structure at a fixed location zoned for storage and open during regular business hours.</p> <p>Must meet all municipal or regional business licensing requirements.</p>	Copy of business license or land use agreement
Insurance	<p>Have a minimum level of Commercial General Liability insurance \$2,000,000 consistent with industry standards \$five million liability recommended for larger storage lots.</p>	Declaration of compliance
Must meet all federal, provincial and municipal Acts and regulation	<p>Adhere to applicable federal, provincial, and municipal acts, regulations, and standards, including health and safety (includes CVSE, National Safety Code regulations).</p>	Declaration of compliance
Commit to distributing consumer guides/ information	<p>An EVfriendly tower commits to providing approved safety information to consumers on roadside assistance and EV safety.</p> <p>Must link company website to EVfriendly website for information.</p>	<p>Declaration of commitment to providing approved safety information to consumers.</p> <p>Verification of information (e.g. links to website info) upon random audit.</p>
Identify as an EVfriendly provider	<p>Display of signage (signage, window decal, plaque) identifying as an EVfriendly.</p> <p>Website features logo with link wo EVfriendly website.</p> <p>Recommended decals for trucks provided through program.</p>	<p>Declaration of commitment to identify as an EVfriendly towing provider including display of signage, window decals, truck decals.</p>

Requirement	Standard	Verification
Training	<p>Commit to having only staff with EVfriendly training provide services related to EVs. EVfriendly will provide online training for operators.</p> <p>We recommend at least six months of experience. For all other employees, EVfriendly training is recommended but not required.</p>	<p>Declaration of compliance</p> <p>List of employees that have complete training</p>
Observational assessment	<p>Continued observational assessment conducted by a supervisor or senior operator. After online training has been completed and following at least 3 weeks from time of training, the supervisor – using a prescribed checklist – will review basic operations with the operator to assess competency. All records must be maintained.</p>	<p>Declaration of compliance</p> <p>Verification of assessments upon random audit</p>
Equipment	<p>Commits to use of proper PPE for roadside assistance and towing and recovery (see list).</p> <p>Commits to other necessary operational and safety equipment (e.g. class D fire extinguisher) as well as recommended equipment options. Equipment requirements include conducting a risk assessment of the scene to determine what equipment is required.</p>	<p>Provide equipment recommendations in training</p> <p>Equipment checklists verified</p>
Safety standards	<p>Commits to all applicable safety standards as set out in OHS regulations, ARA EV Guidelines and EV training.</p>	<p>Declaration of compliance</p> <p>OHS guidelines and recommendations</p>
Emergency response plan	<p>Commits to communicating and training employees in emergency response. Emergency Response Template/OEM Field Guides.</p>	<p>Declaration of plan and employee training</p> <p>Physical verification (e.g. posted plan)</p>
Environmental management	<p>Commits to following all environmental protocols including maintaining all records of vehicle disposals.</p> <p>Vehicles auctioned to the public should be referred to EVfriendly for more information.</p>	<p>Communicate requirements</p> <p>Declaration of compliance</p>