

# ICBC's 2016 Carbon Neutral Action Report

In 2015, we reported that our reductions in operational greenhouse gas (GHG) emissions had already surpassed the provincial target—a 33% reduction from the 2007 baseline—five years ahead of schedule. Still, we aimed to make further reductions in 2016. While we made progress on several fronts in our continued efforts to shrink our carbon footprint in 2016, outside factors such as an unusually cold winter in B.C. meant that our operational emissions increased by just under 3%.

One area where we are particularly proud to have achieved reductions is emissions associated with paper consumption. ICBC traditionally has been a major consumer of printing and photocopier paper (the production of which creates GHG emissions) with the production of product and services information for our customers and for our internal use. Over the past several years we have made concerted efforts to reduce paper use through the modernization of our computer systems which has enabled us to process claims electronically and digitize more files, documents and information brochures. As well, we have worked with our external vendors to implement Electronic File Transfer and e-post for more of our business interactions, saving an estimated 2.5 million sheets of paper in 2016.

Emissions from company vehicles represent another area where we made progress in 2016. “Right-sizing” our vehicles (going smaller where appropriate) and trimming the number of vehicles in our fleet led to a 5% reduction, or about 24 tonnes, in GHG emissions from our fleet last year.

Continued efforts to reduce energy use at ICBC facilities resulted in a 1% reduction in electricity consumption. However, this was more than offset by an increase in the emission factor for electricity, as well as an 11% increase in operational natural gas consumption primarily due to the colder weather.

Since beginning our energy management program in 2009, we have made improvements to 41 of our locations, equal to just under 98,000 square meters of building space. As a result, we have reduced our electricity consumption by 38%, our natural gas use by more than 20%, and avoided over \$6,000,000 in energy costs at these locations.

Our 2016 actions and achievements are described in detail in the following pages. In addition to the advancements described above, some highlights include:



- Continued lighting retrofits, converting numerous ICBC locations to more efficient LED lighting, including the installation of dimmable LED tubes in our Head Office parkade in North Vancouver which will save 120,000 kilowatt-hours of electricity annually;
- Replacement of the uninterrupted power supply at Head Office with a more efficient model that will save 130,000 kilowatt-hours a year;
- Expansion of our office recycling program to include the separation and collection of organic waste in every jurisdiction where this is possible;
- Continued promotion of employee engagement and participation in sustainability campaigns, such as Ugly Sweater Day (involving turning down the heat in winter) and the Uncool Challenge (turning down the air conditioning in summer); employees throughout the company also continued to take the initiative to find more ways to reduce paper use.

In 2017 we intend to continue our focus on natural gas and paper consumption and energy retrofits. We expect to take action on recent energy studies that offer the potential to reduce GHG emissions by a further 30 tonnes per year. Although we have already surpassed our carbon reduction target for 2020, thanks to the leadership of our Executive Environmental Committee and our Board of Directors, and the ongoing support of our employees, we continue to be committed to reducing waste and minimizing the impact of our operations on the environment.

A handwritten signature in black ink, which appears to read "Mark Blucher". The signature is fluid and cursive.

Mark Blucher  
President and CEO

# Declaration

This Carbon Neutral Action Report for the period January 1st, 2016 to December 31st, 2016 summarizes our emissions profile, the total offsets to reach net-zero emissions, the actions we have taken in 2016 to reduce our greenhouse gas emissions and our plans to continue reducing emissions in 2017 and beyond.

By June 30, 2017 ICBC's final *Carbon Neutral Action Report* will be posted to our website at [icbc.com](http://icbc.com).

## Overview

### 2016 greenhouse gas emissions

In 2016, ICBC's total GHG emissions from operations were 4,067 tonnes<sup>1</sup>.

ICBC owns properties as part of our investment portfolio that are also included in our carbon footprint. GHG emissions from investment properties in 2016 amounted to 21,085 tonnes<sup>2, 3</sup>.

### 2016 performance against targets: operational properties

In 2016, ICBC reduced GHG emissions resulting from our fleet and paper use. However, emissions from energy use in our operational buildings increased slightly. We experienced a 2.9% net increase compared with 2015.

In 2015, ICBC met and exceeded the provincial target of a 33 percent absolute emissions reduction from 2007 baseline by 2020, as set out in the Greenhouse Gas Reduction Targets Act. In 2016, our operational emissions held steady and continue to be 38 percent lower than our 2007 baseline, surpassing the 2020 target by 334 tonnes.

	2016 GHG Emissions Tonnes CO <sub>2</sub> e	2016 Reductions Tonnes CO <sub>2</sub> e compared to 2015	2016 Results compared to 2015 Result*s	2016 Results compared to 2007 baseline*
Buildings: Electricity (stationary combustion)	192	(-8)	4% ▲	71% ▼
Buildings: Natural Gas (stationary combustion)	2,556	(-250)	11% ▲	24% ▼
Fleet (mobile combustion)	465	24	5% ▼	61% ▼
Paper (supplies)	853	118	12% ▼	37% ▼
<b>Total</b>	<b>4,067</b>	<b>-116</b>	<b>2.9% ▲</b>	<b>38% ▼</b>

\*Percentages rounded to units.

<sup>1</sup> 16 tonnes of carbon dioxide emissions from the combustion of biomass and biomass-based fuels are reported within this number as part of our GHG emissions profile in 2016. However, as stated in BC Best Practices 2016 Methodology for Measuring Greenhouse Gas Emissions, the emissions resulting from the combustion of biogenic fuel sources must be reported but does not require offsets.

<sup>2</sup> With respect to both the operational and investment GHG inventories, it was estimated that stationary fugitive emissions from cooling, and emissions from testing diesel backup generators where applicable, do not comprise more than 1% of ICBC's total emissions and are onerous to collect, thus they are considered out of scope as set forth in the BC Best Practices 2016 Methodology for Measuring Greenhouse Gas Emissions and are not included in ICBC's total GHG emissions profile or offset purchase.

<sup>3</sup> In 2016, the method for calculating energy consumption at Investment properties changed. Due to challenges collecting reliable data from our investment properties, we are now estimating consumption based on building use, floor space and location.

## Emissions Reduction Targets

While we have met our 2020 emissions reduction target we continue to work towards reducing our operational emissions. Emissions from electricity, natural gas and from paper continue to be a priority. Our natural gas use is particularly vulnerable to shifting weather patterns, and the impact of extreme weather events. Implementing strategies that help reduce our reliance on fossil fuels for heat, balanced against our need to keep operating costs low, is key to managing ICBC's carbon risks.

## Buildings — 2016 Energy Results

Building energy emissions increased for both electricity and natural gas in 2016 as compared to 2015. Electricity consumption decreased by 1%, but was offset by a slight increase in the emission factor for electricity. As a result, electricity emissions increased by 4%. Natural gas consumption and emissions both increased by 11%, in part due to a colder winter.<sup>4</sup> ICBC's efforts to reduce our reliance on natural gas heating has helped mitigate the impact of the colder winter in 2016, and will continue to do so in future years to come, saving us money while cutting our emissions.

### Electricity

Electricity projects took precedence in 2016 with six completed lighting retrofits. Over 2,000 T5 lamps were purchased and installed in various claim centres, and fixtures were delamped where appropriate. At our Head Office major lighting replacement projects took place in our parkade and stairwells. These projects are estimated to save 123,000 kWh. In addition, the uninterrupted power supply (UPS) at our Head Office was downsized and replaced with a smaller and more efficient model. It is estimated that the new UPS will result in 130,000 kWh savings. We have also applied for a renewal of the Head Office's Building Owners and Managers Association's Building Environmental Standards (BOMA Best) certification, anticipated for award in January 2017.

Other electricity projects included the installation of LED lighting at several of our claim centres. Combined, these projects are expected to save 138,000 kWh annually as well as maintenance costs.

### Natural Gas

An additional claim centre underwent a boiler retrofit in 2016. The older, inefficient boiler was replaced with a condensing unit projected to save 125 GJ annually.

Hydro-generated electricity is a relatively clean source of energy and as such, is the only source of energy used in the two new ICBC locations opened in 2016. Both driver licensing offices in Abbotsford and in Langley-Willowbrook do not use natural gas as an energy source. As a result, it is estimated that 300 GJ annually are avoided from these sites. Continuation with direct digital controls (DDC) for site boilers has enabled further natural gas savings.

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<sup>4</sup>In 2016, the average number of heating-degree days across the province increased by approximately 1.2% compared with 2015, based on the SMARTTool Weather Normalization Calculator Version 6.0.

Building Energy Metric	2016 Total	2016 results compared to 2015	2016 results compared to 2007 baseline
Electricity Consumption (GWh)	19	1% ▼	38% ▼
Electricity GHG Emissions (tCO <sub>2</sub> e)	192	5% ▲	71% ▼
Electricity GHG Emissions (tCO <sub>2</sub> e/m <sup>2</sup> )	.0014	6% ▲	72% ▼
Natural Gas Consumption (GJs)	51,247	11% ▲	23% ▼
Natural Gas GHG Emissions (tCO <sub>2</sub> e)	2,556	11% ▲	26% ▼
Natural Gas GHG Emissions (tCO <sub>2</sub> e/m <sup>2</sup> )	.018	12% ▲	26% ▼

### Buildings—Energy 2017–2018 Plans

ICBC's has an energy reduction target of 300,000 kWh annually as part of our commitments to BC Hydro. This is equal to about 3 tCO<sub>2</sub>e. Moving into 2017 – 2018, a number of LED retrofits for both interior and exterior lighting, and DDC controls upgrades will help us reach these goals. Additionally, re-commissioning is planned for a number of our operational buildings with a focus on equipment scheduling, sequencing and optimization of set-points.

Natural gas use is ICBC's largest contributor to our carbon footprint and accounts for 63% of overall emissions. In an effort to continue to address this impact we are planning to electrify some of the heating requirement in a number of claim centre drive bays by installing heat pumps. This will reduce our dependence on natural gas from the existing infra-red heaters.

We performed energy studies at both our Centralized Estimating Facility and our Surrey Claim Centre. A short list of projects have been identified with a simple paybacks between 5 and 6.5 years and combined avoided emissions totalling 30 tCO<sub>2</sub>e annually.

### Investment Properties

ICBC continues to have a portfolio of investment properties. These properties are located throughout Canada, and although not in the scope of our operational footprint, conservation behaviour strategies are promoted at these sites. Five of the investment properties have achieved the Building Owners and Managers Association's Building Environmental Standards (BOMA Best) certification, and one property is moving towards LEED Existing Building: Operations and Maintenance (EB:O&M) Gold certification. It is anticipated that certification will be finalized in 2017.

Zero emissions electricity is purchased for the investment properties as well as our data centre in Alberta. Since committing to this purchase, 15,894 tonnes of GHG emissions were avoided in 2016, and a cumulative total of just over 88,975 tonnes of emissions since 2010.

## Supplies Office Paper

### Performance against 2016 target

In 2016, we decreased the amount of office paper used, which resulted in a 12 per cent reduction in GHG emissions compared with 2015 levels. Since our baseline year in 2007 we have reduced emissions by 37 percent. This can be attributed in part to a 13% decrease in office paper consumption and an 11% reduction of printed forms.

### Projects and actions in 2016

ICBC continues to source and use 100% post-consumer waste recycled Forest Stewardship Council (FSC) certified paper in our printers and copiers and 30% recycled paper for our highest volume printed forms. Internal strategies to reduce overall paper consumption have been employed, and with reductions in office paper consumption seen now for the second year, these strategies have proven to be effective. Due to the reduced requirement for office paper, ICBC assessed the need for the number of printers issued to each department. This resulted in the removal of nearly a third of our printers.

ICBC has an electronic document library that acts as a repository for corporate records. In 2016, the records classification scheme for the library was revised and simplified to allow for a more operationally efficient and effective means to manage assets, increase storage capacities, and to save on costs. Additionally, all workstations have collaborative software installed allowing for employees to share and manage information electronically in real-time via enterprise meeting management software. There was a 24% increase in the number of team sites with collaborative software in 2016.

With our claims management system now fully implemented, all new claims are electronically processed. This has resulted in the reduction of paper-based pending files. Customers are also able to report and view their claim status online, which reduces the need for unnecessary printing. Moreover, brochures are being digitized allowing for customers to access resources in an efficient manner; in 2016, 38 brochures were digitized and their hardcopy counterparts decommissioned.

External vendors are encouraged to use Electronic File Transfer (EFT) where possible and correspondence with various vendors is now done via email instead of by posted mail. 2016 also saw a new process introduced where e-post is the favoured means to send information out in response to customers' Freedom of Information requests. Over 4,000 packages were sent by e-post in 2016, saving nearly 2.5 million sheets of paper from. In addition, Standard Document Packages sent to plaintiff counsel firms have also transitioned to e-post. Since the program's inception in July, 6,144 Standard Document Packages were sent by e-post to firms in 2016 instead of in a hardcopy format.

### Plans for 2017 and 2018

Future plans will continue to see momentum in promoting electronic formats over print. A further 10 brochures will be digitized and an uptake of collaborative team sites will be seen both internally and pushed externally to partners. Internally, an employee portal (intranet) is planned to promote an improved online experience in 2018 and enable a more user-friendly means to share electronic documents.

Electronic portals will be created to allow for various reports to be provided to external partners as a Portable Document Format (PDF) instead of as a hardcopy. These portals will reduce the amount of paper and postage required and allow for activities to be streamlined in alignment with operational excellence values.

The print management strategy will continue to evolve and include print release functions on printers allowing for printed paper to be tracked.

## Fleet Fuel

### Performance against 2016 target

Fleet emissions dropped by 24 tonnes in 2016. Year on year, this equates to a five percent annual reduction from 2015, and an absolute reduction of 61 percent from our baseline.

### Projects and actions in 2016

As part of ICBC's fleet management program, a survey was delivered to all fleet managers and drivers on vehicle usage, requirements, and operational need. Results from the survey were positive and helped us remove 11 vehicles deemed unnecessary from our fleet. This will provide approximately \$1,500 in cost savings and is estimated to provide a reduction of 3.36 tonnes in GHG emissions annually<sup>5</sup>. A co-benefit of the survey was that it allowed for the maintenance parameters for fleet vehicles to be revised to reflect usage more appropriately, as well as to keep in line with manufacturers' recommendations further adding to cost savings.

### Plans for 2017 and 2018

Optimizing fleet size, vehicle right-sizing and maintenance schedules will be an ongoing initiative going forward. Future plans will also focus on exploring emissions reductions opportunities.

A collaborative team site will be launched on ICBC's intranet in the upcoming year. This site will improve the efficiency of communication between Vehicle Services and ICBC's drivers (such as mileage reporting, repair schedules, etc.). A variety of resources will also be hosted here including green driver best practices, policies and procedures.



<sup>5</sup>Using an average fuel consumption of 128.58 L per vehicle in 2016 from historic internal consumption data and the emissions for light duty trucks using gasoline as outlined within BC Best Practices 2016 Methodology for Measuring Greenhouse Gas Emissions.

## Awareness and Behaviour Change

ICBC's commitment to environmental sustainability is shared across all corporate levels. The Executive Environment Committee meets regularly to review our goals and progress made. This is reported up to our Board, while specific actions to support these commitments are shared by each of our departments and our employees.

The Workplace Conservation Awareness (WCA) program continued well into the first half of 2016. The WCA program is a B.C. Hydro sponsored initiative that aims to increase employee awareness and encourage conservational behaviours that contribute to energy savings. During the winter, ICBC took part in the annual Ugly Sweater Day event. Employees took to wearing warmer, often less fashionable, sweaters to show support for energy conservation and reducing the output GHGs from building heating. In the summer, employees pledged to decrease energy consumption at their site by reducing the amount of air conditioning by 3 degrees.

A lunch and learn featuring a Jeopardy-style presentation was delivered in partnership with B.C. Hydro and Fortis BC for Earth Day and a message of support for Earth Hour was delivered by ICBC's President & CEO.

Regular blogs featuring a videos with follow-up questions were also posted to ICBC's Green Team site. Each video highlighted a different aspect of climate change, and viewers were asked to provide comment on the questions. The video-blogs served to increase awareness about climate change and inspired employees to take steps to reduce their impact on the environment.

Internal departments are continuing to make strides to reduce impacts, especially with paper consumption. As mentioned in the Supplies Office Paper section, more hardcopy forms are being decommissioned in favour of digitized versions and the use of e-post and electronic file transfer are being used. The number of printed ICBC Optional Autoplan Booklets continues to drop, with a 47% reduction year-on-year. Since placing this booklet online in late 2012, the number of printed booklets issued has decreased by 1,064,680 copies, equal to 12 tonnes of avoided GHG emissions.<sup>6</sup>



<sup>6</sup> Calculated using the emission factor of 5.653 kgCO<sub>2</sub>e/package accounting for 30% PCW paper and 20-pound bond paper as per the BC Best Practices 2016 Methodology for Measuring Greenhouse Gas Emissions.

# Actions to reduce provincial emissions and improve sustainability

## Pollution Prevention

ICBC's environmental management program follows guidance from the international standard ISO 14001. As such, annual site inspections are conducted to ensure compliance with internal policies, procedures, and best practices. In 2016, the site inspection template was streamlined to align with operational excellence strategies. The outcome of this revision enabled more sites to be visited than previously possible as well as providing a more user-friendly report to site managers documenting key findings and recommendations. All matters of compliance, including site inspections reports, are kept online on a collaboration site. The site acts as the go-to place for managers to access updated tools and resources, including training modules that help to effectively manage environmental risks and prevent pollution.

## Waste Reduction

Since expanding the organic waste recycling program, ICBC has increased our waste diversion rate. At the Head Office location, landfill volumes decreased by 20% compared to 2015 volumes. This success was largely achieved through a 40% increase in the collection of compost from green waste and coffee grinds. 2016 focused strongly on increasing staff awareness around waste. Bins for four waste streams and a 3D-poster display was set up in the Head Office Cafeteria. Elsewhere, various sites were visited to hold lunch-and-learns and to facilitate discussions with managers and onsite staff. Employees were provided a waste reference guide that featured common waste items and the appropriate disposal routes for them. Follow-up waste audits will take place in 2017 to understand how effective these communication techniques were.

ICBC continued to recycle license plates from customers, keeping 1,486,940 out of landfills in 2016. This is a 16% increase of collected plates year-on-year. Automotive repairs continue to source recycled auto parts where possible; a search engine for body shops to access recycled parts is maintained and had approximately 80 members province-wide comprising it throughout 2016. Each member meets strict operational requirements, and ICBC continually looks to expand the uptake of recycled parts for claims through discussion with the Automotive Retailers Association recycler division.

2016 also saw the implementation of a driver licensing decal recycling program. Magnetic Learner and Novice decals are collected from applicants who have successfully passed the Learner or Novice driving licensing program. Decals in suitable condition were able to be given out as secondary decals to customers wishing for additional or replacement decals. Despite the program having less than a full year of operation, over 3,000 decals were collected and it is anticipated that 2017 will see thousands more diverted from landfill.



## Water Conservation

To complement the rainwater collection system at Head Office installed in 2015, three new tanks were installed in 2016. These new tanks capture an additional 825 L of rainwater. The harvested water is used exclusively to irrigate landscaping on-site. In addition, a drip-irrigation system is used to water our drought-tolerant garden. This system is 50% more efficient over traditional rotor sprinklers.

## Business Travel and Commuting

ICBC's business travel policy promotes the use of alternative forms of transportation, like public transportation, wherever possible. Many of ICBC's locations are connected near transit routes, and this initiative helps reduce the use of personal vehicles. In addition, all employees are able to conduct online meetings which allows teams to meet virtually with colleagues who may be working at different locations. Ride sharing and cycling to work are actively promoted as alternative transportation means with preferential parking spots reserved at our Head Office location and facilities for bicycle storage offered at many locations.

Although not in scope for reporting, the emissions from business travel expensed in 2015, excluding accommodations, were calculated. The resulting figure will serve as a benchmark for future business travel reduction strategies.

## Planning for Climate Change

Extreme weather is factored into design processes for all LEED projects as well as non-LEED projects where appropriate; all new buildings are designed to LEED: Gold standards. Hazard risk vulnerability analyses are conducted for each facility annually including assessing the risk from floods and wild fires.

The Business Continuity Program takes an all hazards approach when planning for events that could threaten the organization. Division business continuity plans are developed for priority groups and document workarounds on how to continue critical business activities in a disruption; this encompasses extreme weather events like flooding or forest fire risks. A corporate plan is also in place in the event one of ICBC's key buildings are unavailable for an extended period.



# Expanding our reach: actions to help reduce British Columbia's environmental footprint

2016 saw advances in existing programs to reduce provincial greenhouse gas emissions. ICBC continues to promote both Bike to Work Week and the Commuter Challenge events that ask employees to consider cycling and using alternative forms of transportation to commute to work for a week.

The Port Coquitlam Driver Licensing Office electric vehicle charging station has seen an uptake of use, with 14% more usage than the previous year. This charging station is available for the public to use, free of charge. The Port Coquitlam Driver Licensing Office also has solar voltaic panels that reduce dependency on traditional forms of energy to operate the building.

Commercial drivers in B.C. continue to be trained under the federal government's FleetSmart program. This program aims to teach commercial drivers best practices to reduce fuel consumption and the release of emissions from poor practices like speeding, idling, and sudden stops. Since the program's inception in 2010 at ICBC, 69,181 drivers have successfully passed the Natural Resources Canada FleetSmart test which has resulted in 234,024 tonnes of avoided GHG emissions.<sup>7</sup>

ICBC continues to recycle license plates, collecting nearly 1.5 million plates in 2016. By reusing the aluminum in these plates to manufacture new plates, it is estimated that this prevent the generations of 250 tonnes of GHG emissions<sup>8</sup>.

In March 2017 ICBC introduced a free windshield chip repair program for customers who purchase ICBC optional comprehensive coverage. This program benefits ICBC customers by providing a free repair, when appropriate, thereby helping to extend the life of their windshield. Windshield repairs cost significantly less than windshield replacements, helping to reduce ICBC costs. The program also demonstrates ICBC's commitment to the environment, as there will be approximately 8,000 fewer windshields in BC landfills each year, saving an estimated 50 tonnes of CO<sub>2</sub>e annually.<sup>9</sup>

Lastly, ICBC tracks and reports on the volume of printed paper and packaging distributed to non-industrial, commercial, and institutional customers as part of B.C.'s Recycling Regulation. By tracking the amount of printed paper and packaging distributed to customers, ICBC is able to better understand opportunities to transition certain documents from print to online versions. Having documents readily available for customers to view online allows for less paper waste and a greater level of customer service.

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<sup>7</sup>Note that this figure is substantially less than what was reported in the 2015 CNAR as a revised calculator was provided by Natural Resources Canada.

<sup>8</sup>As calculated internally using data sourced from <http://aluminium.org.au/climate-change>.

<sup>9</sup>As calculated internally using data from a life cycle analysis as performed by Badino et al (1997).

## Emissions and offsets tables

ICBC's GHG Emissions and Offset for 2016 (tCO <sub>2</sub> e)	
<b>GHG Emissions created in Calendar Year 2016</b> (from SMARTTool Homepage):	
Total Emissions (tCO <sub>2</sub> e)	25,166
Total Offsets (tCO <sub>2</sub> e)	25,151
<b>Adjustments to GHG Emissions Reported in Prior Years</b> (from SMARTTool Homepage):	
Total Emissions (tCO <sub>2</sub> e)	-2,254
Total Offsets (tCO <sub>2</sub> e)	-2,254
<b>Grand Total Offsets for the 2016 Reporting Year</b> (from SMARTTool Homepage): (This is the total of emissions that must be offset for Reporting Year 2017)	
Grand Total Offsets (tCO <sub>2</sub> e)	22,897

## Retirement of offsets

In accordance with the requirements of the Greenhouse Gas Reduction Targets Act and Carbon Neutral Government Regulation, ICBC (the Organization) is responsible for arranging for the retirement of the offsets obligation reported above for the 2016 calendar year, together with any adjustments reported for past calendar years. The Organization hereby agrees that, in exchange for the Ministry of Environment ensuring that these offsets are retired on the Organization's behalf, the Organization will pay within 30 days, the associated invoice to be issued by the Ministry in an amount equal to \$25 per tonne of offsets retired on its behalf plus GST.

## Executive sign-off



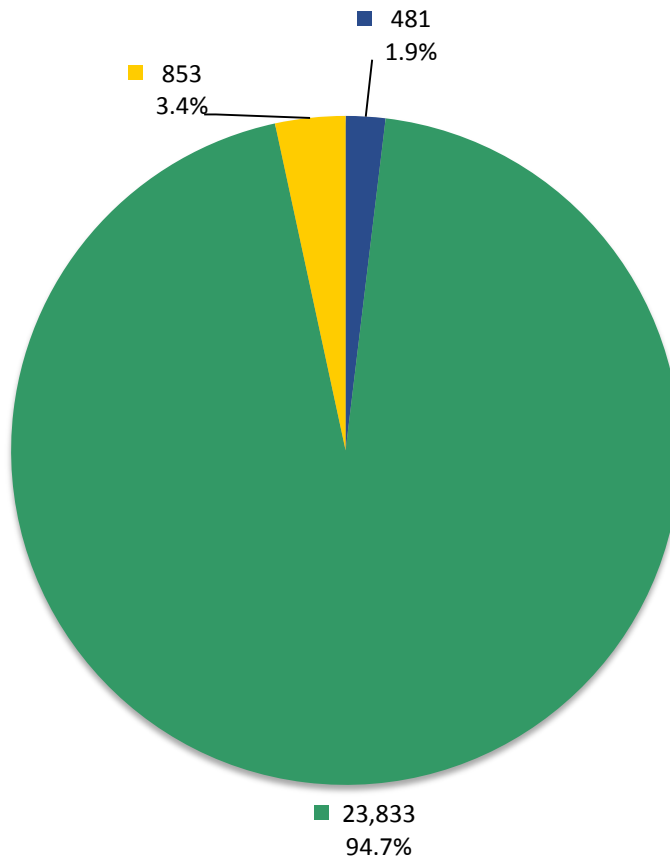
Barbara Meens Thistle

May 25, 2017

Date



## Insurance Corporation of BC Greenhouse Gas Emissions by Source for the 2016 Calendar Year (tCO<sub>2</sub>e\*)



**Total Emissions: 25,167**

- Mobile Fuel Combustion (Fleet and other mobile equipment)
- Stationary Fuel Combustion (Building Heating and Generators) and Electricity
- Supplies (Paper)

### Offsets Applied to Become Carbon Neutral in 2016 (Generated June 14, 2017 11:07 AM)

Total offsets required: **25,151**. Total offset investment: **\$628,775**. Emissions which do not require offsets: **16** \*\*

\*Tonnes of carbon dioxide equivalent (tCO<sub>2</sub>e) is a standard unit of measure in which all types of greenhouse gases are expressed based on their global warming potential relative to carbon dioxide.

\*\* Under the *Carbon Neutral Government Regulation of the Greenhouse Gas Reduction Targets Act*, all emissions from the sources listed above must be reported. As outlined in the regulation, some emissions do not require offsets.

# 2016 Carbon Neutral Action Report Survey

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Part One (external)

Contact Name(s):

*Joshua Caplan; Shahina Jessa*

Organization Name:

*Insurance Corporation of British Columbia (ICBC)*

Please select your sector:

- Crown Corporation

1) Stationary Sources (Buildings, Power Generators): Fuel Combustion, Electricity use, Fugitive Emissions.

During 2016, did your organization take any of the following actions to support emissions reductions from buildings?

Select all that apply

- Other actions? Please describe briefly.: ICBC holds these properties as investments only and any carbon reduction and energy management plans are not extended to these properties.

Briefly describe your organization's plans to continue reducing emissions from its stationary sources in future years.

*Please see our 2016 Carbon Neutral Action Report (CNAR) Overview for response, specifically the Investments Properties section on page four.*

*ICBC holds these properties as investments only and any carbon reduction and energy management plans are not extended to these properties. Additionally, the fleet, paper, and other actions sections do not form part of ICBC's investment properties. As the survey responses are limited, the "Other actions" response was chosen but note that N/A is the more suitable response.*

During 2016, did your organization participate in utility-sponsored energy demand management program(s) (e.g. BC Hydro's Energy Management (Manager))?

*No*

If yes, please describe briefly:

*N/A*

2) Mobile Sources (Vehicles, Off-road/Portable Equipment): Fuel Combustion.

During 2016, did your organization take any of the following actions to support emission reductions from its mobile sources?

Select all that apply

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- Other actions? Please describe briefly.: ICBC holds these properties as investments only and any carbon reduction and energy management plans are not extended to these properties. Additionally, the fleet, paper, and other actions sections do not form part of ICBC's investment properties. As the survey responses are limited, the "Other actions" response was chosen but note that N/A is the more suitable response.
- 

Briefly describe your organization's plans to continue reducing emissions from its mobile sources in future years.

*N/A*

3) Supplies (Paper):

During 2016, did your organization take any of the following actions to support emissions reductions from paper supplies?

Select all that apply

- 
- Other actions? Please describe briefly.: ICBC holds these properties as investments only and any carbon reduction and energy management plans are not extended to these properties. Additionally, the fleet, paper, and other actions sections do not form part of ICBC's investment properties. As the survey responses are limited, the "Other actions" response was chosen but note that N/A is the more suitable response.
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Briefly describe your organization's plans to continue reducing emissions associated with its office paper use in future years.

N/A



4) Other Sustainability Actions:

Business Travel:

During 2016, did your organization take any of the following actions to support emissions reductions from business travel?

Select all that apply

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- Other, please describe briefly: ICBC holds these properties as investments only and any carbon reduction and energy management plans are not extended to these properties. Additionally, the fleet, paper, and other actions sections do not form part of ICBC's investment properties. As the survey responses are limited, the "Other" response was chosen but note that N/A is the more suitable response.
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Education Awareness:

During 2016, did your organization have any of the following programs or initiatives to support sustainability education and awareness?

Select all that apply

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- Other, please describe briefly: ICBC holds these properties as investments only and any carbon reduction and energy management plans are not extended to these properties. Additionally, the fleet, paper, and other actions sections do not form part of ICBC's investment properties. As the survey responses are limited, the "Other" response was chosen but note that N/A is the more suitable response.
- 

Other Sustainability Actions:

During 2016, did your organization have any of the following programs or initiatives to support sustainability?

Select all that apply

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- Other, please describe briefly: ICBC holds these properties as investments only and any carbon reduction and energy management plans are not extended to these properties. Additionally, the fleet, paper, and other actions sections do not form part of ICBC's investment properties. As the survey responses are limited, the "Other" response was chosen but note that N/A is the more suitable response.
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Part One (external)

Contact Name(s):

*Joshua Caplan; Shahina Jessa*

Organization Name:

*Insurance Corporation of British Columbia (ICBC)*

Please select your sector:

- Crown Corporation

1) Stationary Sources (Buildings, Power Generators): Fuel Combustion, Electricity use, Fugitive Emissions.

During 2016, did your organization take any of the following actions to support emissions reductions from buildings?

Select all that apply

- Conducted an energy audit/study of building(s) in the organization's portfolio
- Performed energy retrofits of the organization's buildings.: 7

Briefly describe your organization's plans to continue reducing emissions from its stationary sources in future years.

*Please see our 2016 Carbon Neutral Action Report (CNAR) Overview for response, specifically the Buildings section on pages three and four and the Awareness & Behaviour Change section on page seven.*

During 2016, did your organization participate in utility-sponsored energy demand management program(s) (e.g. BC Hydro's Energy Management (Manager))?

*Yes*

If yes, please describe briefly:

*Please see our 2016 Carbon Neutral Action Report (CNAR) Overview for response, specifically the Buildings section on pages three and four.*

2) Mobile Sources (Vehicles, Off-road/Portable Equipment): Fuel Combustion.

During 2016, did your organization take any of the following actions to support emission reductions from its mobile sources?

Select all that apply

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- Took steps to drive less than previous years.
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Briefly describe your organization's plans to continue reducing emissions from its mobile sources in future years.

*Please see our 2016 Carbon Neutral Action Report (CNAR) Overview for response, specifically the Fleet Fuel section on page six.*

3) Supplies (Paper):

During 2016, did your organization take any of the following actions to support emissions reductions from paper supplies?

Select all that apply

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- Policy requiring the purchase of recycled content paper.: ICBC continues to source and use 100% post-consumer waste recycled Forest Stewardship Council (FSC) certified paper in our printers and copiers and 30% recycled paper for our highest volume printed forms.
- 

Briefly describe your organization's plans to continue reducing emissions associated with its office paper use in future years.

*Please see our 2016 Carbon Neutral Action Report (CNAR) Overview for response, specifically the Supplies Office Paper section on page five.*

#### 4) Other Sustainability Actions:

##### Business Travel:

During 2016, did your organization take any of the following actions to support emissions reductions from business travel?

Select all that apply

- 
- Created a low-carbon travel policy or travel reduction goal (low-carbon = lowest emission of greenhouse gas per kilometre per passenger)
- 
- Encouraged alternative travel for business (e.g. bicycles, public transit, walking)
- 
- Encouraged or allowed teleworking or working from home

##### Education Awareness:

During 2016, did your organization have any of the following programs or initiatives to support sustainability education and awareness?

Select all that apply

- 
- Green, Sustainability or Climate Action Team
- 
- Support for professional development on sustainability (e.g. workshops, conferences, training)
- 
- Supported or provided education to staff about the science of climate change, conservation of water, energy and/or raw materials
- 
- Other, please describe briefly: Please see our 2016 Carbon Neutral Action Report (CNAR) Overview for response, specifically the Awareness & Behaviour Change section on page seven.

##### Other Sustainability Actions:

During 2016, did your organization have any of the following programs or initiatives to support sustainability?

Select all that apply

- 
- A water conservation strategy which may include a plan or policy for replacing water fixtures with efficient models
- 
- An operations policy or program to facilitate the reduction and diversion of building occupant waste (e.g., composting, collection of plastics, batteries) from landfills or incineration facilities
- 
- Green procurement standards for goods (e.g., office furniture, etc.)
- 
- Other, please describe briefly: Please see our 2016 Carbon Neutral Action Report (CNAR) Overview for response, specifically the Awareness & Behaviour Change section on page seven, Pollution Prevention and Waste Reduction on page eight, and Water Conservation and Business Travel and Commuting sections on page nine.