

ICBC 2014 Carbon Neutral Action Report

We're pleased to report that ICBC continues to make great strides toward meeting our commitment to reduce operational greenhouse gas (GHG) emissions. As of 2014 we have achieved a 31% reduction from the 2007 baseline, putting us well ahead of schedule for achieving our original goal of a one-third reduction in GHGs by 2020.

Despite being close to reaching our target early, we are committed to forging ahead with significant reduction targets for all sources of GHGs, and will revisit our 2020 target in 2016.

Reducing emissions from our operations not only contributes to the global effort to fight climate change, it also makes good business sense. We've made a commitment to our customers to operate in a low-cost and operationally excellent manner. Switching to more energy-efficient heating and lighting has already helped reduce operating costs at many of our facilities and will save an estimated \$2.4 million by 2020. And ongoing company-wide initiatives to cut waste and increase productivity are simultaneously bringing environmental benefits such as reduced consumption of paper, power and fuel.

Our 2014 actions and achievements are described in detail on the following pages. Some 2014 highlights include:

- Continuing to implement natural gas and electricity retrofits, including boiler replacements in four more locations and lighting upgrades in 11 locations;
- Direct digital control (DDC) projects have been a key part of our facilities upgrades in the last five years, with two more locations upgraded in 2014. Most of our owned properties now have DDC systems, enabling us to implement operational energy savings we have identified through internal audits;
- Reducing our vehicle fleet by 12% as part of our continuing effort to reduce business travel;
- Ongoing initiatives across the company to digitize many of our processes are resulting in reduced printing and paper consumption.

In recognition of our efforts to incorporate environmental values into our corporate culture, ICBC was named one of Canada's Greenest



Employers for 2014 (as selected by the Globe and Mail newspaper and Eluta.ca job search website). Our strategic approach to energy management, and commitment to energy conservation, also resulted in ICBC being designated a Power Smart Leader, BC Hydro's highest level of customer recognition. We were also recognized as the top Power Smart Partner for B.C.'s government subsector.

While recognition is gratifying, it's not what drives our efforts to make ICBC a greener, more cost-effective company. Our customers and stakeholders expect it of us as a responsible corporate citizen – as do our employees, whose continuing support makes these improvements possible. Our Green Team members and other committed volunteers throughout the company often take the lead in implementing environmental initiatives, big and small, from local innovations to reduce paper use, to "Bike to Work" campaigns.

With the achievement of our 2020 GHG reduction target in sight, we plan to continue the momentum to further reduce our environmental impact in any way we can, for the benefit of our customers and the communities in which we live and work.

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

Mark Blucher
President & CEO



Overview: carbon footprint

2014 greenhouse gas emissions

In 2014, ICBC's total greenhouse gas (GHG) emissions from operations were 4,514 tonnes.¹

In addition, as part of our investment portfolio, ICBC owns properties that are also included in our carbon footprint. GHG emissions from investment properties in 2014 amounted to 17,952 tonnes.²

Offsets applied to become carbon neutral in 2014

Total emission offsets of \$112,850 for ICBC's operations, and \$448,800 for ICBC's investment properties, have been applied to achieve carbon neutrality in 2014.

2014 performance against reduction targets

In 2014, ICBC reduced greenhouse gas emissions in all of our major operational sources: natural gas, electricity, fleet, and paper consumption. The net effect was a reduction of 472 tonnes, 9% from our 2013 total.

We have continued to make significant progress towards meeting our commitment to reduce absolute emissions from operations by 33% from our 2007 baseline by 2020, matching the provincial target set out in the Greenhouse Gas Reduction Targets Act. In 2014 our operational emissions were 31% lower than our 2007 baseline, within 114 tonnes of the 2020 target, and well ahead of our schedule for reductions.

emission source	2014 GHG Emissions Tonnes CO ₂ e	2014 Target Reduction Tonnes CO ₂ e	2014 Actual Reduction Tonnes CO ₂ e	2014 Results Compared to 2013 ¹	2014 Results Compared to 2007 Baseline
Buildings: Electricity (Stationary Combustion)	194	15	99	34% decrease	71% decrease
Buildings: Natural Gas (Stationary Combustion)	2829	160	315	10% decrease	16% decrease
Fleet (mobile combustion)	527	1.5	44	8% decrease	55% decrease
Paper (supplies)	964	1.5	14	1% decrease	28% decrease
Total	4514	178	472	9% decrease	31% decrease

¹ 17 tonnes of carbon dioxide emissions from the combustion of biomass and biomass-based fuels are reported within this number as part of our greenhouse gas emissions profile in 2014. However, as stated in BC Best Practices 2014, Methodology for Measuring Greenhouse Gas Emissions, the emissions resulting from the combustion of biogenic fuel sources must be reported but does not require offsets.

² With respect to both the operational and investment greenhouse gas 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 2014, Methodology for Measuring Greenhouse Gas Emissions and are not included in ICBC's total greenhouse gas emissions profile or offset purchase.

³ Percentages rounded to units.

2020 reduction plan

In order to meet our 2020 reduction target, our annual emissions must now decrease from our 2014 total of 4,514 tonnes to our target of 4,400 tonnes by 2020, or a reduction of only 114 tonnes. There is a risk that variations in weather (temperature) and emission factors in the next five years to 2020 may increase GHG emissions, so we are continuing to set strong reduction targets for 2015 and will revisit our reduction plan in 2016. Our work to reduce natural gas consumption remains a priority, as it is the highest source of our emissions and to date has been reduced by only 16% from the 2007 baseline.



Buildings – energy

In 2014 ICBC continued to make significant progress implementing energy conservation measures in our buildings to reduce operational emissions and contribute to operational cost savings. Our participation in the FortisBC Energy Specialist program continued in 2014 and has been extended to 2015. Natural gas and electricity retrofits were implemented at 17 facilities, including direct digital controls (DDC) at two additional locations, bringing the total share of our owned property that has DDC in place to approximately 95% (measured by floor space area). Energy conservation projects implemented in 2014 continued to provide a positive return on investment, and the projected cumulative savings by 2020 from all projects implemented since 2009 is now estimated at \$2.4M.

We continue to work on enhancing our culture of sustainability and conservation at ICBC through the development of guidelines and tools to promote our sustainability programs. A significant revision of the Energy Management Manual was completed in 2014, adding specific accountabilities and guidelines for departments responsible for energy management, and guidelines for all employees on energy conservation actions in the workplace. (See the [employee checklist on page 5](#)). A revised green lease policy is also included in the manual, and will allow us to assess sustainability elements of properties we are considering for lease. As part of our plan to provide enhanced communications to our employees, we now have 39 properties registered in the Energy Star Portfolio Manager system, which will enable us to establish performance targets

and provide scorecards at a site level to raise awareness and engagement. The Portfolio Manager system will provide benchmarking of the energy performance of our building portfolio as well.

In 2014 we launched internal energy audits at five locations to identify opportunities to implement energy conservation measures, such as adding start/stop optimization to program building equipment, enabling it to operate efficiently based on occupancy requirements, operational adjustments, and HVAC improvements where feasible, to reduce our electricity and natural gas consumption. Two of these audits were tied in with the DDC upgrades described in the projects and actions section below. As in 2013, lease consolidations and reorganization of our offices continued in 2014 to help reduce our building emissions.














ICBC has a number of investment properties that also present an opportunity to reduce building GHG emissions. These properties, located throughout Canada, are not part of our operational footprint reduction goals; however, we endeavour to promote environmental sustainability at these locations too. We work with our investment property managers to analyze and implement energy conservation projects where possible. Environmental performance certifications with our investments portfolio remained the same in 2014, with five of our investment properties achieving the Building Owners and Managers Association's Building Environmental Standards (BOMA BEST) certification. As reported last year, one of our investment properties continues to pursue LEED Existing Building: Operations and Maintenance (EB:O&M) Silver certification that focuses on building operational efficiencies and maintenance practices to minimize environmental impacts. This certification is a commitment by the building operator to continuously monitor and improve the environmental performance of the building. With respect to our operational properties, we expect that the Richmond Driver Licensing Office, renovated in 2013, will achieve LEED Gold CI certification in 2015, and we are planning for a similar LEED CI Gold project for our Langley Drivers Licensing Office in 2016. As in prior years, our commitment to purchasing zero emissions electricity for our

investment properties and data centre in Alberta continued in 2014. This commitment has enabled us to prevent the release of approximately 14,863 tonnes of GHG emissions in 2014, and a cumulative total of nearly 56,863 tonnes of GHG emissions since 2010.

ICBC's energy management efforts were recognized by BC Hydro through our participation in the Energy Manager program. In 2014, ICBC was recognized as a Power Smart Leader, BC Hydro's highest level of customer recognition, based on ICBC's strategic approach to energy management and our ongoing commitment to energy conservation. We achieved two other milestones in our Power Smart partnership last year, as we obtained top ten Power Smart Partner status and we were also recognized as the top subsector (Government) Power Smart Partner in 2014.

Employee Checklist

What can I do?	Why?	Building Energy Savings
Close windows and exterior doors.	To prevent problems with the building heating and cooling systems, please contact Facilities Operations with temperature concerns	
Refrain from adjusting thermostats.		
Do not use fans or portable heaters.*		
Dress appropriately for the temperature at work.		
Use window shades in the summer.	To reduce solar heat gain through windows	
Open window shades in the winter.	To allow for solar heating through the windows	
Turn off lights in public areas where operable—such as meeting rooms and washrooms.	To avoid wasting electricity in unoccupied areas	
Use under-shelf workstation lighting rather than overhead lighting where possible.	To take advantage lower wattage task lighting	
Inform Facilities Operations of areas where lighting may be on when it doesn't need to be.	To minimize electricity consumption.	
Find a designate at your site to control lighting and switch off all common equipment that doesn't have a power saving mode.	To ensure manually operated lights and equipment are switched off at the end of the day	
Do not use personal electrical devices at workstations (eg. mini-fridges*, kitchen appliances, cup warmers, clock radios, digital picture frames, water features, non-ICBC lights).	To minimize electricity consumption and avoid circuit overloads	
Turn off computer monitors, and unplug chargers (mobile phones, calculators, etc) for work devices when not in use, they use energy even when they are turned off.		
Use only ICBC provided kitchen appliances, and only in kitchen/cafeteria areas. Approved kitchen appliances are refrigerators, microwaves, coffee makers, kettles, toasters, and toaster ovens. All other appliances and appliances outside of the kitchen areas must be approved by Facilities. All small appliances must be unplugged when not in use.		
Avoid the unnecessary use of water faucets and report any leaks to Facilities Operations. Water coolers are not permitted.	To save water	
Operate dishwashers only when full. They are the most efficient way to wash dishes provided they are full.	To minimize water and electricity consumption	
Minimize the use of hot water.	To reduce the consumption of electricity or natural gas used to heat the water	

*Exceptions are managed by Facilities Operations and OH&Sw

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Electricity conservation

Performance against 2014 target

We continued to make significant progress reducing electricity consumption in 2014, with a further reduction of 99 tonnes, or 34% relative to 2013. There are two factors that contributed to this significant reduction. First, our operational electricity consumption reduced by approximately 5%, contributing 25 tonnes of emissions reduction. These savings allowed us to surpass our 2014 target of 15 tonnes. Second, as happened in 2013, the emission factor associated with electricity generation reduced significantly by a further 30% in 2014. Emission factors can change year to year as a result of variations in hydroelectricity supply. This change of emission factor contributed an additional 74 tonnes of electricity emissions savings. Electricity now only represents 4% of our operations carbon footprint as of 2014. Emissions from electricity have decreased 71% since 2007 in absolute terms, and our greenhouse gas intensity from electricity consumption (tonnes of CO₂e emissions per square metre) has also decreased 71% since 2007.

Projects and actions in 2014

Electricity reductions in 2014 can be attributed to building energy retrofits as well as operational improvements and continuous improvement with our information technology systems. Mechanical retrofits and replacements were completed at seven sites. An additional two sites benefited from DDC upgrades (including one investment property occupied by ICBC operations),



allowing us to remotely manage mechanical and electrical systems. Lighting upgrades were completed at 11 sites last year, including exterior LED lighting retrofits and interior lighting upgrades.

Our Information Services Division (ISD) continued to contribute to electricity reductions through ongoing efficiency improvements and hardware reductions. An additional 6.35% of servers were virtualized in 2014, eliminating the need for 205 physical servers. Evaluation of power management solutions continues, and last year ISD implemented a revised monitor sleep mode policy to ensure desktop monitors are not left on unnecessarily. Finally, as part of the program to reduce the number of technology devices at ICBC, an additional 658 underused tablets, laptops, and desktop computers were removed or redeployed in 2014.

Plans for 2015-2016

Our target for electricity reduction is 5 tonnes for 2015, and is based on our consumption reduction targets as part of our BC Hydro energy manager program. Electricity measures planned for 2015 include: DDC controls upgrades at one location, mechanical retrofits/replacements at seven locations, and lighting retrofits at three locations. ICBC was granted funding for the BC Hydro Workplace Conservation Awareness (WCA) program, which will provide support for ICBC to deliver energy conservation engagement programs to encourage employee actions and establish a culture of conservation in the workplace. This program is described in greater detail in the Awareness and Behaviour Change section below. Finally, we plan to continue our internal energy audit program to identify opportunities for energy conservation at three to five priority locations.

Contributions to electricity reduction will also be realized through ongoing efficiency programs implemented by our Information Services division, including a printer management strategy that is intended to reduce hardware as well as reducing printing activity. The server virtualization project will continue in 2015 and 2016, with a target of 85% of all servers virtualized in 2015 and 86% in 2016.



Natural gas conservation

Performance against 2014 target

In 2014, we continued to make significant progress reducing natural gas consumption in our facilities, our largest source of greenhouse gas emissions. In 2014 we realized a reduction in natural gas emissions of 315 tonnes, exceeding our target of 160 tonnes. Natural gas emissions have now reduced by 10% compared to 2013 and 16% compared to the 2007 baseline. Our greenhouse gas intensity from natural gas consumption (tonnes of CO₂e emissions per square metre) have now been reduced 17% since 2007.

Our focus on natural gas conservation measures and our partnership with the FortisBC Energy Specialist program are now contributing significantly to reducing our building energy greenhouse gas emissions and making progress towards our 2020 target. Our FortisBC Energy Specialist program was recognized for strong performance in the first two years of participation (2013 and 2014) and we were renewed for this program in 2015. Over the last year, our Energy Specialist presented our work on the Dedicated Heat Recovery Chiller project (detailed in the 2013 report) to the program participants and FortisBC. This project has been promoted as a successful example of an innovative retrofit project in the Energy Specialist network.



Projects and actions in 2014

Natural gas projects in 2014 included boiler upgrades in four locations, DDC upgrades at two owned locations and a retrofit of our solar thermal system at the Head Office location. The solar thermal system provides hot water to the building cafeteria in order to offset natural gas use. This retrofit reconfigured the system for better efficiency and improved operation.

Although we realized our first natural gas savings in 2014 as a result of the Dedicated Heat Recovery Chiller project at Head Office, our first full year of operational savings will be realized in 2015. During the internal energy audits mentioned above we identified opportunities to implement optimization measures, specifically with boiler control times and temperature settings, with implementation planned for 2015–2017.

Plans for 2015–2016

As a result of our performance in 2014 and our renewal of the Energy Specialist program, our natural gas reduction target for 2015 is 125 tonnes. While our reductions have exceeded our targets over the last two years, it is important to note that our reduction targets are derived from our operational budget and our commitments to our Energy Manager and Energy Specialist programs.

These targets are determined based on the energy conservation measures we are able to implement each year. Actual reductions include the savings as a result of these energy conservation measures, and other variables such as operational changes, lease terminations, and weather patterns.

Natural gas conservation measures planned for the next two years include three boiler replacements in 2015 as well as the DDC upgrade mentioned above and optimization activities identified during the internal audits. Leveraging the Energy Specialist program, analysis and business cases will be developed for seven natural gas conservation measures across 15 sites. These include an expansion of the heat recovery chiller system at Head Office, zoning and operation controls of infrared heaters at our claim centres, and heat pump upgrades. Controls projects will be at the forefront of this analysis, as we are beginning to leverage all of the DDC upgrades completed over the last five years to identify and implement HVAC system efficiency improvements to reduce energy use in our mechanical and electrical systems.

Supplies — office paper

Performance against 2014 target

Our emissions in the paper category were 964 tonnes in 2014. This represents a decrease of 1.4% in greenhouse gas emissions (14 tonnes) compared with 2013 levels. As such, we met and surpassed our year-over-year reduction target of 1.5 tonnes. Our cumulative reduction efforts have resulted in emissions from the paper category being 28% below our baseline level.

Projects and actions in 2014

In April 2014, ICBC completed the transition to a new software system that allows all new insurance claims to be processed electronically instead of being paper-based. The software enables a complete electronic file to be created for each claim; any incoming documents are scanned and added to the file, and optional electronic fund transfers have been introduced. The transition to an electronic-based system will reduce the amount of printed paper used in processing claims, but the environmental benefits don't stop there—the elimination of paper records means significant savings in transportation

fuel consumed to move files from location to location, and energy used to store and warehouse paper files. We estimate that ultimately, these changes will enable our employees to work more efficiently, creating considerable improvements in service to our customers.

In 2014, we continued to measure the amount of printed paper material we give to individual customers, in compliance with the extended producer responsibility provisions under B.C.'s Recycling Regulation. This effort has allowed us to gain a better understanding of what we produce and distribute, with the aim of transitioning documents to soft-copy versions where possible.

Efficiencies in operations have been a core focus of ICBC's Operational Excellence program.

At the Revenue Stock and Warehouse Distribution centre, an identified efficiency translated into a new approach to manage paper faxes. Since August, all faxes are viewed and stored electronically, eliminating the printing and filing of paper faxes.

This initiative reduces printed paper consumption by 12,000 pages per year.

Beyond operational efficiencies, technological platforms encourage employees to reduce paper usage. All employees have the ability for electronic document management and information sharing. Additionally, all workstations are equipped with collaborative software that enables employees to edit documents electronically; by the end of 2014, the company's internal web hosted 183 collaborative sites, a 36% increase from 2013. The benefits of these sites are



substantial, allowing staff to immediately share documents, presentations, calendars, blogs, announcements and discussion boards online. Moreover, the sites encourage paperless meetings and presentations and allow for reductions in emissions from business travel. In 2014, there was a 7.5% reduction in the amount of paper used for internal purposes compared with 2013. This is a positive trend that should continue with planned actions for 2015 and 2016.

Our paper stock continues to be 100% post-consumer waste recycled Forest Stewardship Council (FSC) certified paper for our printers and copiers, and 30% recycled paper for our highest volume printed forms.

Plans for 2015–2016

A new print management strategy will be rolled out in 2015. The new program will see 1,250 printers removed and replaced by 850 more efficient and versatile models (a reduction of 400 units). The newer models will have the ability to provide detailed printing metrics and monitor ink usage. This capability will help drive reductions in overall office paper consumption.

As well, as part of ICBC's participation in the BC Hydro Workplace Conservation Awareness program discussed below, and in conjunction with the new print management strategy, we will launch a company-wide paper conservation campaign scheduled to begin in fall 2015.

Between the cumulative effects of the switch to electronic claim processing, the new print management strategy and our paper conservation initiative, we expect paper consumption to continue to decline through to 2016. As such, our year over year reduction target for 2015 is 25 tonnes.



Fleet fuel

Performance against 2014 target

In 2014, our greenhouse gas emissions from fleet vehicles were 527 tonnes. This is a reduction of 44 tonnes (7.8%) from 2013 emissions and an absolute reduction of 55% from our baseline. We had targeted a reduction of only 1.5 tonnes for 2014, so have met

and exceeded our target. While our carbon reduction plan targets a reduction of 33% in combined operational emissions, it is gratifying that for fleet this target has already been surpassed by a wide margin.

Projects and actions in 2014

Through our fleet management program and in alignment with our policy to reduce business travel, in 2014 we continued our ongoing efforts to reduce fleet vehicle kilometres travelled and replace or eliminate less efficient or under-used vehicles. As a result, we reduced the size of our fleet by 12% in 2014.

We also communicated to drivers about fuel-efficient driving techniques. In particular, we delivered a community-based social marketing campaign on anti-idling to our fleet drivers. The campaign helped us to better understand current-state driving practices as well as the attitudes drivers had towards reducing idling. The aim of the campaign was to change and sustain behaviours for the better. Key features of the campaign were communications to address barriers and dispel myths about idling, and the use of a windshield decal as a prompt to remind drivers not to idle.



Results from the campaign showed that over 90% of participating fleet drivers found that the communications were effective in providing awareness about the topic and that the decal acted as a positive reminder to not idle for nearly 70% of these drivers.

Plans for 2015–2016

In the near term, we plan to optimize maintenance schedules and analyze fleet data for further reduction opportunities. Between these efforts and ICBC's ongoing goal to reduce business travel and operate in a low cost manner, we expect to achieve further greenhouse gas reductions from fleet in 2015. Our year over year reduction target for 2015 is 25 tonnes.

Awareness and behaviour change

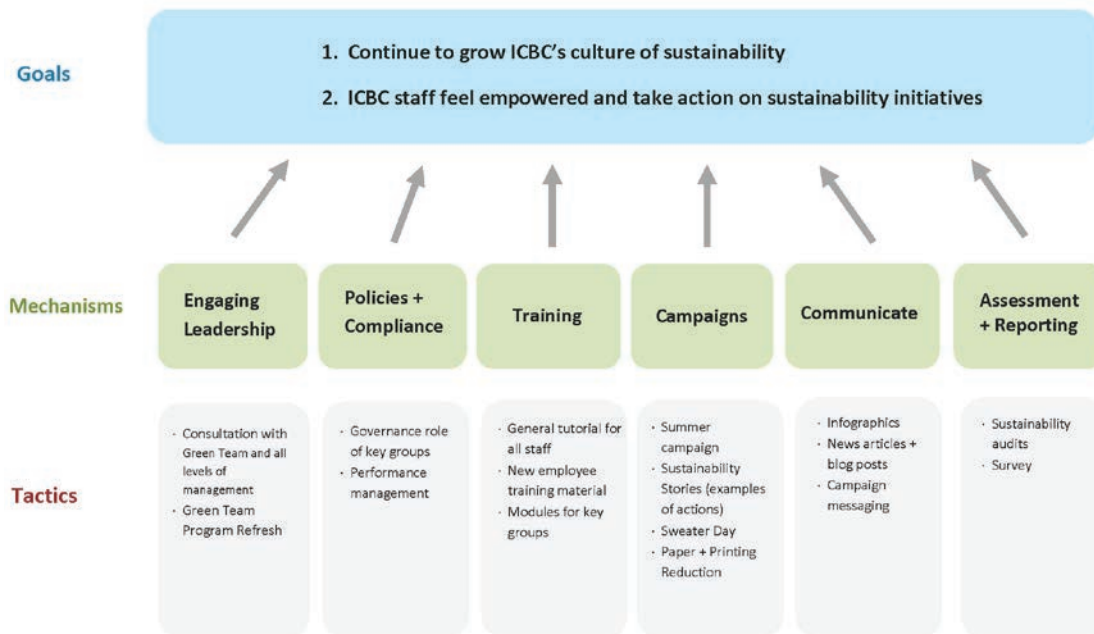
In support of ICBC's commitment to foster sustainability values and practices among our employees, in 2014 we continued to provide a range of communications and information on energy conservation, climate action, sustainable transportation and waste reduction.

Via our online Green Team collaboration site, all employees were able to access monthly blogs and a range of tools to promote environmental sustainability at locations across the province. The Green Team comprised nearly 100 employees at the end of 2014, up from 79 in 2013. Locally-led campaigns were held to promote sustainability in the workplace, including presentations in staff meetings, participating in Bike to Work Week,

and donning sweaters as part of Ugly Sweater Day to raise awareness about climate change. All told, there were 34 locally-led campaigns conducted in 2014, twice as many as in 2013.

Plans for 2015–2016

In addition to the encouraging progress we made on buildings energy conservation awareness, discussed in the Buildings-Energy section above, we are excited to be launching the BC Hydro sponsored Workplace Conservation Awareness (WCA) program in 2015. This two-year program will provide a strategic framework to raise employee awareness and inspire conservation actions that should contribute to significant energy savings in 2015 and 2016. The program goals include enhanced communications, tutorials, conservation campaigns to promote employee actions, enhancement of the ICBC Green Team network, deriving responsibilities and accountabilities in employee job descriptions, and the development of a comprehensive engagement strategy. The purpose of the engagement strategy is to outline the approach for engaging ICBC’s staff in initiatives and activities that will help achieve our goals for energy, greenhouse gases, water, and waste reduction. The framework, presented in the figure below, outlines the goals of the program and establishes a set of mechanisms and tactics to achieve those goals.



Our focus with the WCA program is to integrate sustainability elements into the work practices of our employees, and further motivate them to consider conservation and sustainability in the context of their work at ICBC. As part of the enhanced communications strategy, we are planning to leverage the Energy Star scorecard performance metrics referenced above. Providing locations with a visual reference on the energy performance of their work location will help raise awareness and demonstrate how conservation actions can help reduce costs and energy.

Actions to reduce provincial emissions and improve sustainability



In addition to our actions to reduce greenhouse gas emissions from the mandated sources discussed above, ICBC is proud to report on the many efforts we undertake annually that fall outside the scope of the Carbon Neutral Government Regulation, but contribute to the province's greenhouse gas reduction goals and improve sustainability.

Pollution prevention

As we reported last year, ICBC has a robust environmental management system based on the principles of the International Organization for Standardization (ISO) 14001 Environmental Management Standard. 2014 was the first full year using our new online collaboration site for environmental management, which replaced the previous paper-based approach. The online system enabled employees to locate up-to-date information and maintain site-level records more easily and efficiently, and facilitated an annual verification of key components of the program across our locations. All of this has enhanced our ability to manage risks and prevent pollution.

We also integrated our greenhouse gas, energy management and broader sustainability programs into the environmental management framework. This included an expansion of our environmental site audit program, which looks at 10 locations in detail each year. The expanded audit program enabled us to confirm that our myriad of programs is working, and to identify opportunities for improvement.

Waste reduction

We made significant progress in reducing our solid waste going to landfill by introducing organic waste recycling in 2014. A community-based social marketing campaign was used to design the roll-out of this program. A cross-divisional pilot group identified the ideal set-up and communication to enable staff to easily understand and adopt the new program. The successes of the pilot study were used to direct the launch of organic waste collection at large; by the end of 2014, all sites within the Lower Mainland and in Victoria had organic recycling in place.

We continued to work to reduce operational waste through a range of programs, addressing all stages of the life cycle from procurement to disposal. Licence plates are a good example: in 2014, approximately 950,000 license plates were recycled, keeping 108,000 kg of recyclable materials out of landfills.

recycling organic waste

If it came from something living,
put it in the organics bin:

fruits | vegetables | eggs | paper cups
meat bones | fish bones | food scraps
coffee filters | loose coffee grounds
flowers | tea bags (remove staples)
paper towels | compostable cutlery
dairy products | paper plates
plants | pizza boxes | baked goods
paper tissues | paper napkins



Unsure? Email green@icbc.com



Jenn Werk and Conor Higgins use the new waste segregation bins to recycle their plastic and organic waste.

At our Head Office, all green waste from landscaping continued to be collected for use as compost. Coffee grounds were introduced into this collection in 2014, with an average of 9 kg collected each week. The composted product was used onsite as mulch within the external landscaping.

In 2013, we reported on defaulting to a web-based option for customers to obtain ICBC's Autoplan Optional Policy Booklet. Although this material is not in scope for our carbon reporting, it is closely monitored as this initiative helps to reduce the amount of printed material distributed into the public space by providing our customers with the choice to receive a soft-copy version instead of a paper copy. In 2014, most customers opted for a softcopy version: there were 55% fewer paper copies distributed in 2014 than in 2013. Since inception of this initiative in 2012, ICBC has reduced the number of printed booklets by 80%, equivalent to a reduction of 1.32 tonnes of paper.

In 2014, the knowledge book that customers review in preparation for obtaining a Learner's Licence became available in an eBook format. This allowed new drivers to read and study the manual anywhere without requiring a print version, and helps fulfill our customers' growing preference for more online and mobile services. This manual, as well as the manual for Novice drivers, also includes eco-friendly driving tips.

We also continued to provide a range of waste management programs to our employees, including dry cell battery, blue box and fluorescent lighting recycling.

Plans for 2015-2016

Previous work allowed us to determine the types of waste generated at ICBC and to establish a more unified waste management strategy. Our next step is to measure the amount of each waste type generated. This will allow us to set reduction targets.

2015 will also see the expansion of the organic waste program outside of the Lower Mainland with the intent that all locations will have the ability to collect organic waste by year-end.

Water conservation

We have reduced water consumption by 54% at Head Office since we began implementing conservation initiatives in 2010, and have cumulatively saved 64.4 million litres of water.

Future conservation initiatives for 2015 at Head Office include replacing all in-ground irrigation heads with more efficient fixtures and installing drip feed pipes from installed irrigation tanks. As a result, we predict that there will be further water savings of 10-15%.

At all ICBC locations, washroom renovations include the installation of low-flow water fixtures, including toilets and faucets with autosensors, where not already in place.



Business travel and commuting

In 2012, ICBC introduced a corporate guideline to reduce business travel wherever possible. Since then, alternative options such as online meetings using our unified communications platform and video-conferencing have become increasingly popular.

The push towards more online learning is another means to reduce non-vital business travel. In 2014 there was a slight increase in the proportion of online learning versus in-class learning (43% compared with 40% in 2013).

Reductions in emissions from transportation, both for business and personal travel, are also promoted through the provision of sustainable transportation options. We encourage car-pooling, either by self-organized means or through a supported ride-sharing portal. Preferred parking for carpooling vehicles is available at our Head Office location. A transit pass program is available to staff at our Victoria locations, and there are secure bicycle lock-ups with lockers at various locations province-wide. To take into account the diversity of sustainable transportation, two recharging plugs for electric bicycles were installed within our Head Office bike cages.



Planning for climate change

As we reported last year, climate change considerations factor into our business planning at several levels. With respect to our buildings, extreme weather changes are considered in the design process for all LEED projects. For non-LEED projects where appropriate, we follow LEED Gold guidelines. For our operations more generally, we are prepared for an event with life safety or severe property damage concerns, widespread impact across multiple divisions, or the potential to stop or severely impact our operations.

With respect to our insurance business, we have assessed at a high level the potential impact that extreme weather events such as hail and flooding may have on claims costs. This is done as part of our annual assessment of potential catastrophic risks (which also includes earthquake, tsunami and other risks), and reinsurance is obtained to mitigate these risks as a whole.

Plans for 2015–2016

We are considering an opportunity with the Ministry of the Environment to participate in a study on climate resilient buildings. The study would analyze climate change vulnerability and risk to B.C. building stock and identify adaptation retrofit options. Participation in this study would enable us to better understand climate change risks to our buildings portfolio and identify possible mitigation strategies to improve the resiliency of our building stock.

Expanding our reach:

actions to help reduce British Columbia's environmental footprint

Fostering sustainable transportation options and behaviours is just one way ICBC is able to influence reductions in greenhouse gas emissions on a provincial scale. Through our Community Involvement program, we sponsored the B.C.-wide Commuter Challenge and Bike to Work Week campaigns and supported our employees' participation in both.

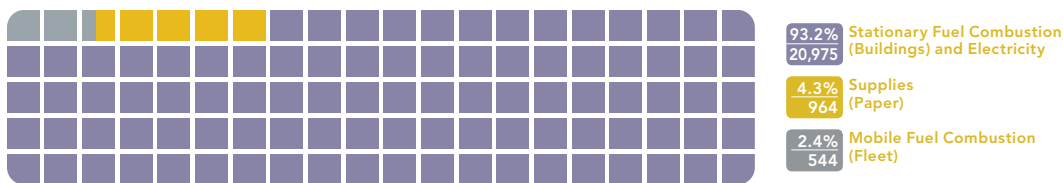
In 2013, our LEED Gold Port Coquitlam Driver Licensing Office installed an electric vehicle charging station. This station provides charging for both employees and the general public, with usage up 144% in 2014 from 2013.

Our most impactful initiative on reducing provincial greenhouse gas emissions comes from the licensing of commercial drivers in B.C. In July 2010, our Driver Licensing team adopted the federal government's FleetSmart program, which educates commercial drivers on best practices for fuel saving and has been shown to reduce emissions from commercial vehicles. Since the program's inception at ICBC, 49,480 commercial drivers in B.C. have passed the test; it is estimated that just over 550,000 tonnes of greenhouse gas emissions have been prevented as a result to date.

Beyond reducing greenhouse gas emissions, ICBC also encourages the re-use of high quality automotive parts when conducting repairs in B.C., not only from a cost savings perspective, but also as a means to reduce waste to landfill. A search engine is maintained for body shops to access recycled parts from 74 recyclers province-wide.

Combined operations and investments greenhouse gas emissions by source for the 2014 calendar year (tCO₂e)⁴

Total Emissions: 22,484



Offsets applied to become carbon neutral in 2014

Total offsets required: 22,466 (tonnes).

Total offset investment: \$561,650.

Emissions which do not require offsets: 17 tonnes.⁵

⁴ Tonnes of carbon dioxide equivalent (tCO₂e) 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.

⁵ 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.

Declaration

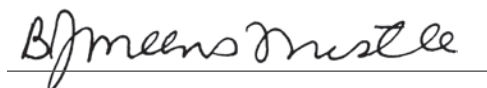
This is the 2014 Carbon Neutral Action Report for ICBC for the period January 1 to December 31. This report contains our 2014 emissions profile, the amount of offsets purchased to reach net zero emissions, the actions we have taken in 2014 to reduce our GHG emissions, and our plans to continue reducing emissions in 2015 and beyond.

By June 30, ICBC's final CNAR will be posted to our website at icbc.com.

Emissions and offsets summary

ICBC GHG Emissions and Offsets for 2014 (tCO₂e)

ICBC GHG Emissions and Offsets for 2014 (tCO ₂ e)	
GHG Emissions created in Calendar Year 2014 (from SMARTTool Homepage):	
Total Emissions (tCO ₂ e)	22,484
Total Offsets (tCO ₂ e)	22,466
Adjustments to GHG Emissions Reported in Prior Years (from SMARTTool Homepage):	
Total Emissions (tCO ₂ e)	128
Total Offsets (tCO ₂ e)	140
Credit owing from Ministry of Finance at end of 2013 reporting year (if applicable — from May 22 Invoice):	
Credit owing	(71)
Total Emissions for Offset for the 2014 Reporting Year (from SMARTTool Homepage)	
Total Offsets (tCO ₂ e)	22,606



Barbara Meens Thistle
Vice President, Corporate Services

May 27, 2015

Date

2014 Carbon Neutral Action Report (CNAR) - Part 2 ACTIONS

Organization Name

Insurance Corporation of British Columbia (ICBC)

Actions Taken to Reduce Emissions

1) Stationary Fuel Combustion, Electricity (Buildings): Indicate which actions were taken in 2014:

Performed energy retrofits on existing buildings

Yes

Built or are building new LEED Gold or other "Green" buildings.

No

Undertook an evaluation of overall building energy use.

Yes

Please list any other actions taken to reduce emissions from Buildings:

Note that this survey is for the purposes of gathering data on ICBC's operational properties only and the responses within the surveys should not be published. Please see our CNAR Overview for response, in specific the Buildings – Energy section and the following pages:

Pages 4 and 7 for plans for plans to implement internal energy audits that will identify deficiencies

Pages 8 and 9 for information on boiler replacements

Pages 3, 4, 6, 7, 8 and 9 for information on DDC upgrades

Page 9 for information on heat pump upgrades

Page 4 for information on operational adjustments as well as various other mechanical and envelope improvements.

2) Mobile Fleet Combustion (Fleet and other vehicles): Indicate which actions were taken in 2014:

Do you have a fleet?

Yes

Replaced existing vehicles with more fuel efficient vehicles (gas/diesel)

Yes

Replaced existing vehicles with hybrid or electric vehicles

No

Reduced the overall number of fleet vehicles

Yes

Took steps to drive less than last year

Yes

Please list any other actions taken to reduce emission from fleet:

Note that this survey is for the purposes of gathering data on ICBC's operational properties only and the responses within the surveys should not be published. Please see our CNAR Overview for response, in specific:

The Fleet Fuel section on Pages 11 and 12 for details on a policy to reduce business travel, replacement or elimination of vehicles, a community-based social marketing campaign on anti-idling, and plans to optimize maintenance schedules.

The Business Travel & Commuting section on Page 17 for details on a corporate guideline to reduce business travel, the use of a unified communications platform to encourage online meetings and learning, as well as the promotion of sustainable transportation options.

3) Supplies (Paper): Indicate which actions were taken in 2014:

Used less paper than previous year

Yes

Used only 100% recycled paper

No

Used some recycled paper

Yes

Used alternate source paper (Bamboo, hemp, etc.)

No

Please list any other actions taken to reduce emissions from paper use:

Note that this survey is for the purposes of gathering data on ICBC's operational properties only and the responses within the surveys should not be published. Please see our CNAR Overview for response, in specific:

The Supplies – Office Paper section on Pages 9 and 10 for details on a new software system allowing all new insurance claims to be processed electronically instead of being paper-based, the measurement of printed paper materials in compliance with the Extended Producer Responsibility provisions of B.C.'s Recycling Regulation, the installation of collaborative software and availability of technological platforms to encourage electronic document management and sharing, initiatives that have realized paper reductions, and information on ICBC's paper stock.

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Actions Taken to Reduce Emissions - continued

Explain how you plan to continue minimizing emissions in 2015 and future years:

Note that this survey is for the purposes of gathering data on ICBC's operational properties only and the responses within the surveys should not be published. Please see our CNAR Overview for response, in specific the Buildings – Energy, Fleet Fuel, Supplies – Office Paper, and Awareness & Behaviour Change sections.

If you wish to list any other "sustainability actions" outside of buildings, fleet, paper and travel check "yes". This reporting is optional.

Yes

Page 4

Actions to Promote Sustainability and Conservation - OptionalThe following are actions that fall outside the scope of the Carbon Neutral Government Regulation, but which many organizations still undertake and may wish to report on. This section is optional for reporting.

Business TravelCreated a low-carbon travel policy or travel reduction goal (Low-carbon: Lowest emission of greenhouse gases per kilometre per passenger)

Yes

Virtual Meeting TechnologyInstalled web-conferencing software (e.g., Live Meeting, Elluminate, etc.)

Yes

Made desktop web-cameras available to staff

Yes

Encourage alternative travel to meetings (e.g., bicycles, public transit, walking)

Yes

Encourage carpooling to meetings

Yes

Education and AwarenessHave created Green, Sustainability, Energy Conservation, or Climate Action Teams.

Yes

Provided resources and/or dedicated staff to support these teams

Yes

Provided behaviour change education/training for these teams (e.g., community-based social marketing)

Yes

Established a sustainability/green awards or recognition program

No

Support green professional development (e.g., workshops, conferences, training)

Yes

Planning for Climate ChangeHave assessed whether extreme weather events and/or long term changes in climate will affect our organization's business areas

Yes

Long term changes in climate have been incorporated into our organization's decision making.

Yes

Actions to Promote Sustainability and Conservation - Optional (continued)

Staff Awareness and Education Provided education to staff about the science of climate change

Yes

Provided education to staff about the conservation of water, energy, and raw materials

Yes

Provided green tips on staff website or in newsletters

Yes

Alternate Work/Commuting Options Allow for telework/working from home

Yes

Staff have the option of a compressed work week

No

Commuting by foot, bicycle, carpool or public transit is encouraged

Yes

Shower or locker facilities are provided for staff/students who commute by foot or by bicycle

Yes

Secure bicycle storage is provided

Yes

Other Sustainability Actions
Establish a water conservation strategy which includes a plan or policy for replacing water fixtures with efficient models

Yes

Put in place a potable water management strategy to reduce potable water demand of building-level uses such as cooling tower equipment, toilet fixtures, etc. and landscape features

Yes

Have put in place an operations policy to facilitate the reduction and diversion of building occupant waste from landfills or incineration facilities

Yes

Have implemented a hazardous waste reduction and disposal strategy (Hazardous Waste: E.g., electronics including computer parts and monitors, batteries, paints, fluorescent bulbs)

Yes

Have incorporated minimum recycled content standards into procurement policy for consumable, non-paper supplies (e.g., writing instruments, binders, toner cartridges, etc.)

Yes

Established green standards for goods that are replaced infrequently and/or may require capital funds to purchase (e.g., office furniture, carpeting, etc.)

Yes

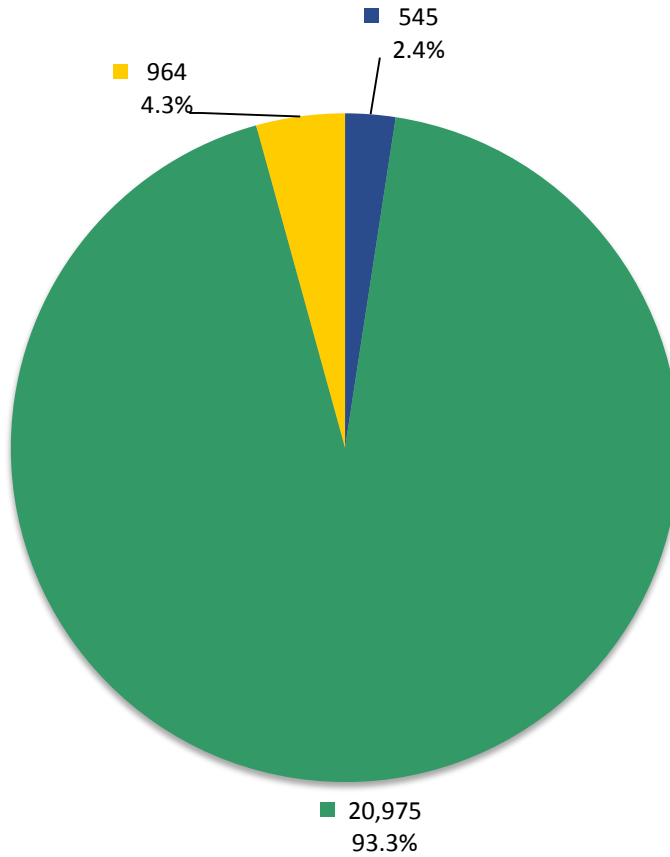
Incorporated lifecycle costing into new construction or renovations

Yes

Please list and other sustainability actions you wish to report not included in the previous list.

Note that this survey is for the purposes of gathering data on ICBC's operational properties only and the responses within the surveys should not be published. Please see our CNAR Overview for response, in specific the Waste Reduction, Water Conservation, Planning for Climate Change, and Expanding Our Reach: Actions to Help Reduce British Columbia's Environmental Footprint sections.

**Insurance Corporation of BC
Greenhouse Gas Emissions by Source
for the 2014 Calendar Year (tCO₂e*)**



Total Emissions: 22,484

- 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 2014 (Generated June 22, 2015 3:31 PM)

Total offsets required: **22,466**. Total offset investment: **\$561,650**. Emissions which do not require offsets: **17** **

*Tonnes of carbon dioxide equivalent (tCO₂e) 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.