

ICBC's 2017 Carbon Neutral Action Report

Two years ago we achieved our target of a 33% reduction in greenhouse gas (GHG) emissions from operations, five years ahead of schedule. Since then our intention has been to build on that success. But in 2017, despite our progress in further reducing GHGs in some areas, a spike in natural gas consumption has left ICBC sitting at a 30% reduction from the 2007 baseline.

Despite this temporary setback, our focus on reducing emissions remains strong, and we are confident we will get back on target well before 2020.

With natural gas for heating our buildings making up almost two-thirds of our carbon footprint, an unusually cold winter can have an outsized impact on total GHG emissions. That was the case in 2017, when our consumption of natural gas increased by 18% over 2016. We'll look to implement ways to use natural gas more efficiently, and will continue to seek opportunities to switch to renewable energy sources for heating while keeping operating costs as low as possible.

Outcomes were better in other segments of our GHG reduction program. We reduced electricity consumption and emissions by 8% compared to 2016, mainly thanks to converting to power-saving lighting systems at 17 of our locations. Since 2007 we have completed energy-related equipment upgrades at 41 buildings, which has cut our electricity use by 43%. The result over that time frame: a 74% reduction in emissions from electricity and more than \$6 million in cost savings.

In 2018 we plan to install four new electric vehicle chargers at our North Vancouver head office, joining the existing charging station at our Port Coquitlam driver licensing office. The latter charging station—available to the public as well as employees—has seen a steady increase in usage every year since it was installed. In fact, 2017 usage was up 136% over 2016.

Paper consumption is another significant component of ICBC's total GHG emissions, and therefore a major focus for reduction efforts. By implementing a number of strategies we have succeeded in reducing the consumption of office paper by 31% since 2011. In the past year we launched a "pull print" upgrade of many of our office printers, which requires users to physically go to the printer to activate their print job. This is expected to reduce waste by reducing the occurrence of abandoned print jobs left unclaimed at printers.



Emissions from company vehicles dropped by 3% in 2017, representing a 15 tonne reduction in GHGs from our vehicles, and an absolute reduction of 62% from our 2007 baseline. ICBC's ongoing strategy is to continue "right-sizing" our vehicle fleet, shifting to more fuel-efficient vehicles wherever operational requirements permit.

In all of these achievements, the support of ICBC employees played a critically important part. While our Facilities and Environmental Sustainability teams led the implementation of major GHG-reducing initiatives, employees across the company contributed in many ways, large and small—from turning off lights and computer monitors when not in use, to putting on a sweater rather than turning up the heat. Our Green Team volunteers played a leadership role in many of our offices, raising awareness on ways to shrink our collective carbon footprint.

I want to thank all leaders and employees for their continuing support as we strive to make ICBC a greener, more energy-efficient enterprise.

A handwritten signature in black ink, appearing to read "N. Jimenez", enclosed within a circular scribble.

Nicolas Jimenez
Interim President & CEO

Declaration

This Carbon Neutral Action Report for the period January 1st, 2017 to December 31st, 2017 summarizes our emissions profile, the total offsets to reach net-zero emissions, the actions we have taken in 2017 to reduce our greenhouse gas emissions and our plans to continue reducing emissions in 2018 and beyond.

By June 30, 2018 ICBC's final *Carbon Neutral Action Report* will be posted to our website at icbc.com.

Overview

2017 greenhouse gas emissions

In 2017, ICBC's total GHG emissions from operations were 4,587 tonnes of carbon dioxide equivalent (tCO₂e)^{1,2}.

ICBC owns properties as part of our investment portfolio that are also included in our carbon footprint. GHG emissions from investment properties in 2017 amounted to 22,659 tCO₂e^{3,4}.

2017 performance: operational properties

In 2017, compared with 2016, ICBC reduced GHG emissions resulting from our fleet and electricity use. However, emissions from natural gas use in our operational buildings and paper use increased. This resulted in a 12% increase in emissions year-on-year.

In 2015, ICBC was successful in reducing our operational emissions by more than our target of 33% below our 2007 baseline. Unfortunately, in 2017, due primarily to the increased combustion of natural gas in our buildings, we slipped just below this target. ICBC has still achieved a 30% reduction in emission compared with our 2007 baseline, equal to preventing over 2000 tonnes of carbon dioxide (CO₂e) from entering our atmosphere compared to business as usual for the 2017 year.

¹ Greenhouse gas (GHG) emissions are expressed in tonnes of equivalent carbon dioxide by multiplying each greenhouse gas emission by its global warming potential (GWP).

² 15 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 2017. 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 do not require offsets.

³ 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.

⁴ In 2016, the method for calculating energy consumption at Investment properties changed due to challenges collecting reliable data from our investment properties. Since then we have been estimating consumption based on building use, floor space and location.

The following chart compares our 2017 emissions with 2016 and our 2007 baseline year:

	2017 GHG Emissions Tonnes CO ₂ e	2017 Comparison of Tonnes CO ₂ e with 2016	2017 Comparison with 2016 as a Percentage*	2017 Comparison with 2007 Baseline as a Percentage*
Buildings: Natural Gas (stationary combustion)	3,012	456	18% ▲	11% ▼
Buildings: Electricity (stationary combustion)	176	-17	9% ▼	74% ▼
Paper (supplies)	934	81	10% ▲	31% ▼
Fleet (mobile combustion)	450	-15	3% ▼	62% ▼
Total	4,572**	505	12% ▲	30% ▼

*Percentages rounded to units.

**This value does not include emissions from the combustion of biomass and biomass-based fuels.

Emissions Reduction Targets

Emissions from electricity, natural gas and paper consumption continue to be a priority. Our natural gas use is particularly vulnerable to shifting weather patterns, and the impact of extreme weather events. This impact was notably experienced in both 2016 and 2017, with winters that were significantly colder than the 30 year average throughout much of B.C. This led to a rise in our consumption of natural gas for both of these years, and consequently our overall emissions. Implementing strategies that use natural gas as efficiently as possible while also looking for opportunities to switch to renewable energy sources for heat, balanced against our need to keep operating costs low, is key to managing ICBC's carbon risks.

Buildings—2017 Energy Results

Building energy emissions increased by 18% for natural gas, but dropped by 9% for electricity in 2017 as compared to 2016. Increase in consumption for natural gas is predominantly due to a colder than average winters the past two years. As will be discussed later in this report, ICBC continues to work towards using energy as efficiently as possible, reducing our costs while cutting our emissions.

Electricity

Electricity projects in 2017 focused predominantly on lighting. Seventeen locations underwent lighting retrofits with an estimated projected annual saving of approximately 400,000 kWh per year. In addition, two variable frequency drives were installed at our head office as part of a chiller upgrade with an estimated projected saving of 110,000 kWh per year.

Natural Gas

In 2017 we began to focus on potential building enclosure improvements for those offices located in particularly variable climates such as our claim centres in Kelowna, Kamloops and Prince George. We chose our Kelowna claim centre as our template, having completed a building condition assessment (BCA) which identified a number of potential improvements. We are in the midst of the second phase of this assessment that will quantify the energy savings related to the BCA recommendations.

Within the Lower Mainland a recommissioning pilot project at our Kingsway (Vancouver) claim centre that began in 2015 focussed on leveraging our direct digital control (DDC) system and optimizing our mechanical systems. This project has been calculated to have generated 1,000 gj of avoided consumption since 2015⁵. In 2017 the program was rolled out to our Burnaby Litigation centre, and more recently our Abbotsford claim centre.

The following chart compares our emissions and consumption from our buildings with 2016 and our 2007 baseline year:

Building Energy Metric	2017 Total	2017 results compared to 2016	2017 results compared to 2007 baseline
Electricity Consumption (GWh)	17	8% ▼	43% ▼
Electricity GHG Emissions (tCO ₂ e)	176	9% ▼	74% ▼
Electricity GHG Emissions (tCO ₂ e/m ²)	.0013	8% ▼	74% ▼
Natural Gas Consumption (GJs)	60,396	18% ▲	10% ▼
Natural Gas GHG Emissions (tCO ₂ e)	3,012	18% ▲	11% ▼
Natural Gas GHG Emissions (tCO ₂ e/m ²)	.022	19% ▲	11% ▼

Buildings—Energy 2018–2019 Plans

A number of initiatives will be implemented in the upcoming fiscal year. Specific to electricity, ICBC has an energy reduction target of 300,000 kWh annually as part of our commitments to BC Hydro. This is equal to about 3 tCO₂e. Moving into 2018–2019, a number of LED retrofits with controls upgrades will help us reach these goals.

Natural gas use is the largest contributor to our carbon footprint and accounts for 66% of overall emissions. While we have committed to relying on electricity for heating when building new locations, we are also working hard to increase the efficiency of our existing natural gas use. As mentioned above, a building condition assessment has been completed at our Kelowna claim centre. The second phase of this assessment will be completed in 2018. We plan to use this information to set a multi-year upgrade strategy that will not only improve occupant comfort but will also increase the efficiency of our natural gas use. Additionally, following the successful DDC optimization pilot at our Kingsway claim centre, similar programming updates are being rolled out across 15 other locations.

⁵ Calculation based on energy modeling software comparing predicted versus actual energy consumption before and after DDC programming upgrades.

Investment Properties

ICBC has a portfolio of investment properties located throughout Canada. While these properties are outside the scope of our operational footprint, we still employ conservation measures at these sites. For example, two of our investment properties have achieved the Building Owners and Managers Association's Building Environmental Standards (BOMA Best) certification, and are also recipients of the LEED Existing Building: Operations and Maintenance (EB:O&M) gold certification. In addition, zero emissions electricity is purchased for our investment properties and data centres in Alberta. In 2017, 16,037 tonnes of GHG emissions were avoided, and a cumulative total of just over 105,012 tonnes of emissions have been avoided since we began the program in 2010.

Supplies Office Paper

2017 performance

In 2017, ICBC experienced a 10% increase in emissions related to paper compared with 2016. This was predominantly related to an increase in printed forms (11%) and a smaller increase in office paper use (5%). It is worth noting that emissions from paper were still less than in 2015, and significantly less compared with our baseline. The reproduction of one of our forms due to a regulatory requirement, and procurement timing likely all influenced these fluctuations.

As mentioned, compared to our baseline, paper related emissions have dropped by 31% overall. This has been largely driven by our reduction in emissions related to office paper (54%), which included both a reduction in use and an increase in recycled content.

Projects and actions in 2017

In 2011 we switched to using 100% recycled post-consumer waste Forest Stewardship Council (FSC) certified paper in our printers and copiers, and 30% recycled paper for our highest volume printed forms. Approval for this switch was gained by committing to reduce overall consumption. A number of initiatives have helped us meet this commitment. In 2016, we upgraded our printing equipment allowing us to more broadly apply duplex printing. This past year a pull-print program was implemented across a selection of company printers. This requires that people physically go to the printer in order to activate their job. This is expected to decrease paper waste by reducing the number of abandoned print jobs left unclaimed at machines.

In 2017, ICBC's records retention warehouse was closed down. The closure of the facility amplified ICBC's commitment to convert from paper files to electronic versions wherever possible. This has also helped reinforce the use of our enterprise meeting management software and intranet team sites for collaborative work.

Our claims management system, which allows ICBC to electronically process all claims, has proven to be successful. A new online portal that integrates with our claims management system allows customers to report a claim, or check the status or other details of their claim online, which reduces the need for unnecessary printing.

Plans for 2018

The recent uptick in paper emissions has renewed efforts to reduce paper use across the organization. To begin, while duplex printing was applied as the default setting during the 2016 equipment upgrade, these settings are slowly reverting back to single-sided printing. We are looking to better understand the barriers to duplex printing. We have already learned that requiring everybody to print double-sided is not feasible due to the business needs in specific divisions. Working directly with departments to implement strategies tailored to their needs will be a key piece to achieving higher adoption of this practice.

The use of team sites continues to be a reliable and widely-embraced tool for collaboration and the distribution of electronic documents. Future plans will continue to build momentum in promoting electronic formats over print.

Managing emissions related to the distribution and use of our forms is particularly challenging due to the fact that the end users in many cases are external. In 2018 we will look to better understand how forms are employed, and what levers we can apply to increase the efficiency of their use.

Fleet Fuel

Performance against 2017

Fleet emissions dropped by 15 tonnes in 2017. Year-on-year, this equates to a 3% annual reduction from 2016, and an absolute reduction of 62% from our baseline.

Projects and actions in 2017

In 2017 ICBC continued to review both vehicle fleet size and make-up. We updated our fleet acquisition process and replacement schedule, refined our acquisition and use requirements, and clarified our prescribed vehicle class by use case. This process will ensure that we are using the right vehicle for the job. We paid particular attention to fuel efficiency in an effort to not only reduce our fleet emissions going forward, but also in acknowledgement of the life-cycle cost benefits of employing higher efficiency vehicles, even in the face of slightly higher capital costs. We also launched a collaborative team site on ICBC's intranet which has increased the efficiency for fleet drivers to record mileage, and provides an easily accessible platform to host documents such as our procedure manual.

Plans for 2018

Optimizing fleet size, vehicle right-sizing and maintenance schedules will be an ongoing initiative going forward. In 2017 we began to review the need for vehicles with lower annual kilometers. This process will continue with the aim of eliminating vehicles that are underutilized. We also plan to expand the use of our team site to include additional driver resources with the aim of increasing awareness around efficient fuel use.

Awareness and Behaviour Change

In 2017, the Executive Environment Committee (EEC) was expanded to include safety, security and business continuity in recognition of the overlapping mandates of these areas. It was then rebranded the Executive Corporate Social Responsibility Committee (ECSRC). As with the EEC, the ECSRC meets quarterly to review our goals and progress made, and reports up to the Board of Directors.

Sponsored by BC Hydro, our Workplace Conservation Awareness (WCA) program continued in 2017. Through the promotion of three separate campaigns, the program was intended to increase employee awareness and encourage conservation behaviours that contribute to energy savings. This was also a landmark year as we launched the Green Hub Award, presented to the ICBC location that demonstrated the greatest level of participation in the program.



Our WCA program kicked off the week of Earth Day. We presented a lunch-and-learn session to all our Green Team members and took a look back on the success of our sustainability program. In September, the first of three initiatives we promoted was our Going Dark campaign. We asked all employees to change the settings on their computers so that their monitors would go dark after ten minutes of inactivity. The second initiative was our Holiday Shutdown campaign that ran across the winter break. We identified all equipment

that could be turned off and/or unplugged over the break, and asked employees to make sure these items were not left on. Finally, in February 2018 we hosted our 7th Sweater campaign, which asked employees across the province to agree to turn down the heat in their buildings by two degrees and to wear sweaters to help keep them warm and show their commitment to fighting climate change.

Internal departments are continuing to make efforts to reduce impacts, especially with paper consumption. Our online broker newsletter includes a reminder not to pre-fill insurance pouches with the Optional Auto plan booklets, instead advising customers to refer to the online versions. While the number of distributed printed booklets increased in 2017 by about 11.5%, this is still significantly less compared to our 2013 baseline—more than 65% less. As mentioned in the Supplies Office Paper section, more hard copy forms are being decommissioned in favour of digitized versions, and e-post and electronic file transfer are being used.



Actions to reduce provincial emissions and improve sustainability

Pollution Prevention

ICBC has a robust environmental management program focused on minimizing any potential risks, both as a result of our own activities and of those of a third party. This program includes regular monitoring of the soil and groundwater on our sites, and providing the necessary equipment and training to our employees. The program follows guidance from the international standard ISO 14001:2015 with a focus on continual improvement.

All locations are required to complete an annual environmental checklist that covers not only pollution prevention initiatives, but all general sustainability expectations as outlined in our environmental policy. This internal verification ensures that employees across the organization are aware of their responsibilities, and have the training and tools to manage the environmental risks specific to their location. In 2017, we updated our governance process achieving 100% compliance, beating our highest compliance rate of 85% in 2014.

In addition, annual site inspections are conducted at a select number of locations, adding a second layer of verification. This also provides an opportunity for us to sit down with employees, in person, and address questions they may have regarding the program.

All matters of compliance are kept online on a collaboration site. The site acts as the go-to place for managers to access updated tools and resources, providing the dual benefit of reducing our reliance on paper, and increasing the efficiency with which updates to program documents are distributed.

Waste Reduction

ICBC continues to promote waste diversion at all our offices, requiring each location to annually confirm that they have up-to-date signage. Since launching our organic waste recycling program in 2014, at our head office we have increased our waste diversion from 23% in 2014 to 52% in 2017. Our office waste diversion strategies include the collection of batteries as well, having prevented 127 kgs of waste from entering the landfill.

Efforts are also directed toward diverting customer waste from the landfill. As part of these efforts we achieved the following:

- In 2017 ICBC recycled just over 1 million licence plates. By reusing the aluminum in these plates to manufacture new plates, it is estimated that this prevents the generation of 144 tonnes of GHG emissions⁶.
- Automotive repairs continue to source recycled auto parts where possible; a search engine for body shops to access recycled parts is maintained, involving approximately 85 member companies province-wide throughout 2017. Each member must meet strict operational requirements, and ICBC continually looks to expand the uptake of recycled parts for repair claims through discussion with the Automotive Retailers Association recycler division.

⁶As calculated internally using data sourced from <http://aluminium.org.au/climate-change>.

- In 2016 we implemented 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 are given out as secondary decals to customers wishing for additional or replacement decals. In 2017 we collected 11,472 decals, almost four times as many as 2016 (the program kicked off in April 2016).
- In 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, if the chip is deemed repairable, thereby helping to extend the life of their windshield. Windshield repairs cost significantly less than full replacements, helping to reduce ICBC costs, and also demonstrates ICBC's commitment to the environment by keeping windshields out of the landfill and reducing the number of windshields that would have to be manufactured for replacement. The program exceeded projections significantly, with just under 39,000 windshields repaired that would otherwise have gone to landfill. As a result, ICBC helped prevent 220 tonnes of CO₂e from being released into the atmosphere.⁷
- Vehicles received by ICBC as total losses often have unclaimed personal items including clothing. We have partnered with Diabetes Canada since 2016 to recycle these items. In 2017 we donated 650 kgs of clothing, which has been estimated to prevent 735 kgs of CO₂e from entering the atmosphere.

Business Travel and Commuting

Ride sharing, cycling to work and public transportation are actively encouraged at ICBC. This is exemplified through our continued promotion of Bike to Work Week and Commuter Challenge events, efforts to situate our locations near transit routes, the provision of preferential carpool parking spots at our head office, and facilities for bicycle storage which are offered at many locations.

ICBC will be installing four new electric vehicle chargers at our head office in early 2018, adding to our existing chargers at our Port Coquitlam driver licensing office. The Port Coquitlam electric vehicle charging station has seen a steady increase in usage each year since it was installed. In 2017, there was 136% more usage than the previous year. All chargers are available for employees and the public to use free of charge.

Employees regularly conduct online meetings which allows teams to meet virtually with colleagues working at different locations, including from home in many cases. This not only avoids emission related to travelling to and from meetings, it also aligns with our operational excellence pillar by developing organizational flexibility to be responsive to a changing environment.



⁷ Calculated internally based on "LCA approach to automotive glass recycling" *Journal of Environmental Sciences* Vol. 9, No. 2 pp 208-214, 1997.

In an effort to better understand the benefits and challenges of providing employees with the opportunity to work from home, a pilot program was launched in 2017. This pilot demonstrated that if employees worked from home two days per week, on average, over one year, each employee could save over \$400, avoid 128 hours of travel (equal to more than 5 days), and prevent 740 kgs of CO₂e from entering the atmosphere.

Looking beyond the impacts of our own employees' actions, 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, 80,929 drivers have successfully passed the Natural Resources Canada FleetSmart test which has resulted in 269,340 tonnes of avoided GHG emissions.⁸

Planning for Climate Change

Hazard risk vulnerability analyses are conducted for each facility annually, including assessing the risk from floods and wildfires. Extreme weather is also factored into the design of all new buildings. This is emphasised in our application of the LEED Gold standard in the design process.

ICBC's Business Continuity Program takes the risk of extreme weather events into account. Division business continuity plans are developed for priority groups, documenting workarounds on how to continue critical business activities in a disruption. A corporate plan is also in place in the event any of ICBC's key buildings are unavailable for an extended period.

Emissions and offsets tables

ICBC's GHG Emissions and Offset for 2017 (tCO ₂ e)	
GHG Emissions created in Calendar Year 2017 (from SMARTTool Homepage):	
Total Emissions (tCO ₂ e)	27,247
Total Offsets (tCO ₂ e)	27,232
Adjustments to GHG Emissions Reported in Prior Years (from SMARTTool Homepage):	
Total Emissions (tCO ₂ e)	2,254
Total Offsets (tCO ₂ e)	2,254
Grand Total Offsets for the 2017 Reporting Year (from SMARTTool Homepage): (This is the total of emissions that must be offset for Reporting Year 2017)	
Grand Total Offsets (tCO ₂ e)	29,486

⁸ 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 in 2016.

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 2017 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



Leslie Mitton

May 25, 2018

Date



Part 1: CNAR Survey

1. General Information

Name: Joshua Caplan

Contact Email: joshua.caplan@icbc.com

Organization Name: ICBC - Operations

Sector: Crown

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

During 2017, did your organization take any of the following actions to support emissions reductions from buildings? (please select all that apply)

Conducted an energy audit/study of building(s) in the organization's portfolio.; Performed energy retrofits of the organization's building(s); Built, or are building new LEED Gold or other "Green" buildings

If you selected "*Performed energy retrofits of the organization's building(s)*":

How many buildings were retrofitted?: 17

If you selected "*Built, or are building new LEED Gold or other "Green" buildings*":

How many new "Green" buildings?: 0

Did your Organization perform any retrofits during 2017? Please describe briefly:

Please see our 2017 Carbon Neutral Action Report (CNAR) Overview for response, specifically the "Buildings - 2017 Energy Results" section.

2a. Stationary Sources (eg. Buildings, Power Generators): Fuel Combustion, Electricity use, Fugitive Emissions.

Please briefly describe your organization's plans to continue reducing emissions from its stationary sources:

a) Over the next 1-5 years

Please see our 2017 Carbon Neutral Action Report (CNAR) Overview for response, specifically the "Buildings – Energy 2018 – 2019 Plans" section.

b) Over the following 6-10 years

None at this time.

3. Mobile Sources (Vehicles, Off-road/portable Equipment): Fuel Combustion:

During 2017, did your organization take any of the following actions to support emission reductions from its mobile sources? (please select all that apply)

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

If you selected "*Replaced existing vehicles with more fuel efficient vehicles (gas/diesel)*":

How many vehicles?: 4

If you selected "*Replaced existing vehicles with hybrid or electric vehicles*":

How many vehicles?:

3a. Mobile Sources (Vehicles, Off-road/portable Equipment): Fuel Combustion:

Please briefly describe your organization's plans to continue reducing emissions from its mobile sources:

a) Over the next 1-5 years

Please see our 2017 Carbon Neutral Action Report (CNAR) Overview for response, specifically the "Fleet Fuel" section.

b) Over the following 6-10 years

None at this time.

4. Supplies (Paper): Indicate which actions your PSO took in 2017:

During 2017, did your organization take any of the following actions to support emissions reductions from paper supplies? (please select all the apply)

Had an awareness campaign focused on reducing office paper use; Had a policy requiring the purchase of recycled content paper

4) Supplies (Paper): Indicate which actions your PSO took in 2017: - Other? Please describe briefly:: Implemented "pull-print" technology on printers.

If you selected "*Had a policy requiring the purchase of recycled content paper*":

State the required recycled content here (30%, 50%, 100%): 100

If you selected "*Had a policy requiring the purchase of alternate source paper (bamboo, hemp, wheat, etc)*", which type of alternate source paper did you use?

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

Please see our 2017 Carbon Neutral Action Report (CNAR) Overview for response, specifically the "Supplies Office Paper" section.

5. Other Sustainability Actions

a) Business Travel

During 2017, did your organization take any of the following actions to support emissions reductions from business travel? (please select all that apply)

Encouraged alternative travel for business (e.g. bicycles, public transit, walking); Encouraged or allowed teleworking or working from home

5) Other Sustainability Actions - Other? Please specify:: Hosting electric vehicle charge stations.

b) Education/Awareness

During 2017, did your organization have any of the following programs or initiatives to support sustainability education and awareness? (please select all that apply)

A Green, Sustainability or Climate Action Team; Supported or provided education to staff about the science of climate change, conservation of water, energy and/or raw materials

5a) Other Sustainability Actions - Other? Please specify:: Rolled out three workplace conservation awareness programs, with a focus on energy reduction.

c) Other Sustainability Actions

During 2017, did your organization have any of the following programs or initiatives to support sustainability? (please select all that apply)

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

Part 1: CNAR Survey

1. General Information

Name: Joshua Caplan

Contact Email: joshua.caplan@icbc.com

Organization Name: ICBC - Investments

Sector: Crown

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

During 2017, did your organization take any of the following actions to support emissions reductions from buildings? (please select all that apply)

2. Stationary Sources - Other? Please specify: Please see our 2017 Carbon Neutral Action Report (CNAR) Overview for response, specifically the Investments Properties section.

If you selected "*Performed energy retrofits of the organization's building(s)*":

How many buildings were retrofitted?:

If you selected "*Built, or are building new LEED Gold or other "Green" buildings*":

How many new "Green" buildings?:

Did your Organization perform any retrofits during 2017? Please describe briefly:

No.

2a. Stationary Sources (eg. Buildings, Power Generators): Fuel Combustion, Electricity use, Fugitive Emissions.

Please briefly describe your organization's plans to continue reducing emissions from its stationary sources:

a) Over the next 1-5 years

Please see our 2017 Carbon Neutral Action Report (CNAR) Overview for response, specifically the Investments Properties section.

b) Over the following 6-10 years

None.

3. Mobile Sources (Vehicles, Off-road/portable Equipment): Fuel Combustion:

During 2017, did your organization take any of the following actions to support emission reductions from its mobile sources? (please select all that apply)

3) Mobile Sources - Other? Please specify: ICBC holds these properties as investments only. 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.

If you selected "*Replaced existing vehicles with more fuel efficient vehicles (gas/diesel)*":

How many vehicles?:

If you selected "*Replaced existing vehicles with hybrid or electric vehicles*":

How many vehicles?:

3a. Mobile Sources (Vehicles, Off-road/portable Equipment): Fuel Combustion:

Please briefly describe your organization's plans to continue reducing emissions from its mobile sources:

a) Over the next 1-5 years

n/a

b) Over the following 6-10 years

n/a

4. Supplies (Paper): Indicate which actions your PSO took in 2017:

During 2017, did your organization take any of the following actions to support emissions reductions from paper supplies? (please select all the apply)

4) Supplies (Paper): Indicate which actions your PSO took in 2017: - Other? Please describe briefly: ICBC holds these properties as investments only. 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.

If you selected "*Had a policy requiring the purchase of recycled content paper*":

State the required recycled content here (30%, 50%, 100%):

If you selected "*Had a policy requiring the purchase of alternate source paper (bamboo, hemp, wheat, etc)*", which type of alternate source paper did you use?

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

n/a

5. Other Sustainability Actions

a) Business Travel

During 2017, did your organization take any of the following actions to support emissions reductions from business travel? (please select all that apply)

5) Other Sustainability Actions - Other? Please specify:: ICBC holds these properties as investments only. 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.

b) Education/Awareness

During 2017, did your organization have any of the following programs or initiatives to support sustainability education and awareness? (please select all that apply)

5a) Other Sustainability Actions - Other? Please specify:: ICBC holds these properties as investments only. 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.

c) Other Sustainability Actions

During 2017, did your organization have any of the following programs or initiatives to support sustainability? (please select all that apply)

5b) Other Sustainability Actions - Other? Please specify:: ICBC holds these properties as investments only. 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.