



2023

ICBC Climate Change Accountability Report



Land acknowledgement

This report was written on the unceded traditional ancestral territories of the **Sḵw̱x̱wú7mesh** **Úxwumixw** (Squamish) Nation near the village of **Eslhá7an** where the ICBC Head Office is located and within the shared unceded traditional territories of the **x̱m̱əθḵw̱áyəm** (Musqueam), and **səlílwətaʔt** (Tseil-Waututh) Nations.

CEO's message

At ICBC, our job is making sure the auto insurance system works for all road users. It's also about making decisions with the people of British Columbia in mind, and planning for the future.

Sustainability is an ongoing priority for us. As an organization and as individuals here at ICBC — we are uniquely positioned to continue to make a difference in reducing greenhouse gas emissions and accomplishing real change.

ICBC's Climate Change Accountability Report highlights our key 2023 accomplishments focused on sustainability — results and actions that were inspired and made possible through the collaborative dedication of our valued employees. We have a lot to be proud of at ICBC and I want to thank everyone who contributed. I'm pleased to share the progress made in 2023 and aspirations for future climate action.

Declaration Statement

This Public Sector Organisation (PSO) Climate Change Accountability Report for the period January 1 to December 31, 2023 summarizes our greenhouse gas (GHG) emissions profile, the total offsets to reach net-zero emissions, the actions we took in 2023 to minimize our GHG emissions, and our plans to continue reducing emissions in 2024 and beyond.



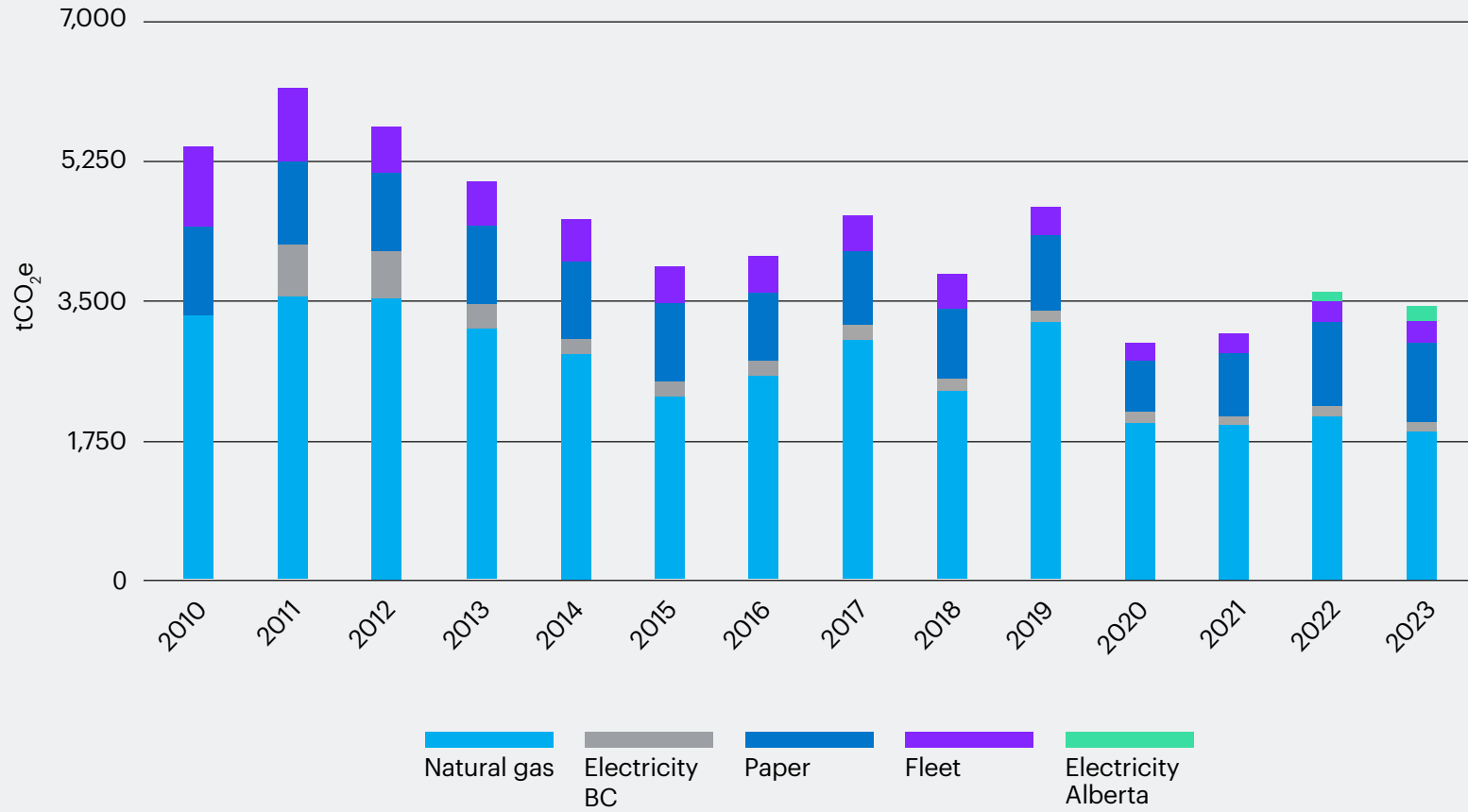
David Wong
President and CEO



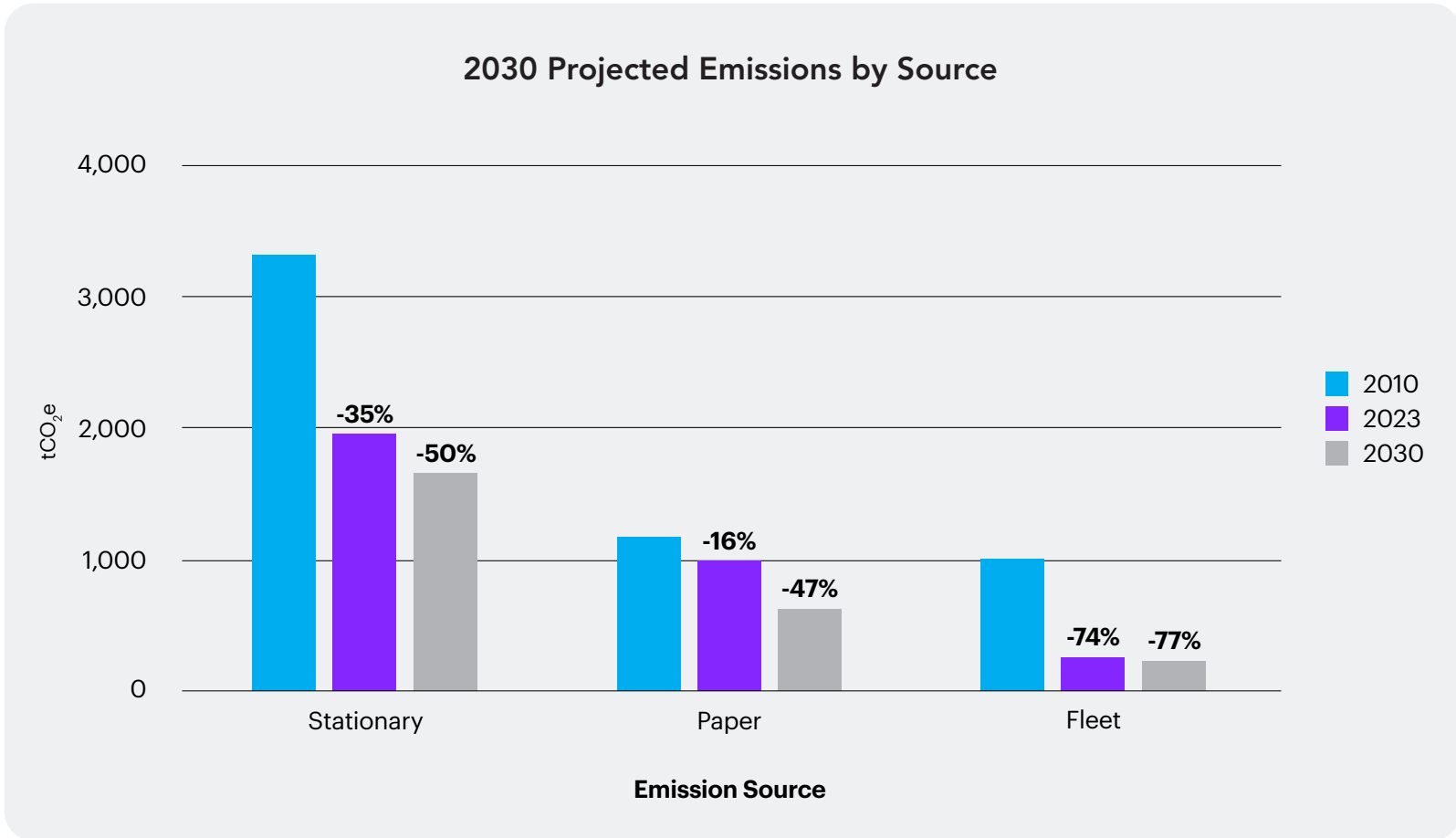
Overview of 2023 greenhouse gas emissions

	2023 GHG emissions (tCO ₂ e)	Progress from 2010
Buildings: Natural gas	1839	-35%
Buildings: BC Electricity	118	
Buildings: AB Electricity	194	
Paper	993	-16%
Fleet	261	-74%
Total	3405	-38%

2023 Operational Emissions



2030 Targets



In January 2022, ICBC established new environmental sustainability targets. We are aspiring to meet the CleanBC target for building emissions (50% reduction) and go beyond requirements for fleet and paper emissions to sustain what was achieved during the pandemic (77% reduction and 47% reduction respectively). The graph above depicts our journey so far, and where we expect to be in 2030. The following sections highlight our plans and key actions to get there.

Emission reductions: Actions & plans

A. Stationary sources (e.g. buildings, power generation)

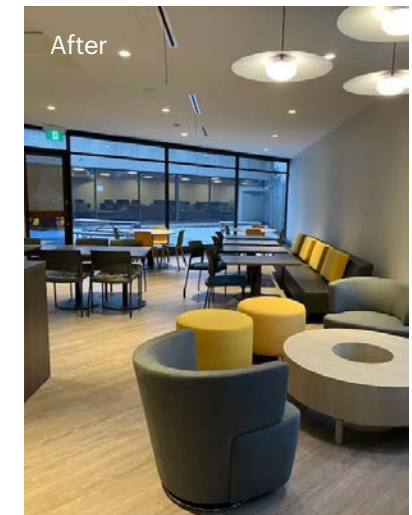
While a 50% decrease in building emissions will be a challenge for ICBC, we are optimistic we can achieve it and are making steady progress: We have reduced our facilities footprint by 90,567 square feet since ICBC's flexible work initiatives began in 2019. To date we have decreased emissions by 7% compared to 2022, and by 35% compared to 2010.

Actions taken in 2023 to lower building emissions:

- Reduced our footprint by 49,337 square feet with the closure of two offices and downsizing of one office (expected to save 390,000 kWh per year starting in 2024).
- Optimized our footprint by turning existing office space into a driver licensing centre and converting a claim centre to a hoteling-based, multi-functional facility.
- Implemented lighting upgrades (networked LEDs) and optimized scheduling as part of the various facility changes.
- Replaced roofs and pumps as part of our annual Facilities Cyclical budget.
- Reused salvaged components from one of the closed facilities (boiler, kitchen, and reception furniture), keeping materials out of landfill and reducing the need to purchase new items.

Actions ICBC will take in 2024 and beyond to reduce emissions from stationary sources:

- Will relocate from our approximately 300,000 square-foot head office in North Vancouver to a smaller, more efficient footprint by the end of 2027.
- Will look for other ways to optimize our footprint.
- Will undertake energy-saving projects as part of our annual Facilities Cyclical budget.



B. Mobile sources (e.g. fleet vehicles, off-road/portable equipment)

Although ICBC had already achieved the CleanBC target of a 40%-reduction in fleet emissions (decreasing fuel usage by 74% from our 2010 baseline), we continued working towards further reductions in 2023.

We replaced 16 older model, internal combustion engine (ICE) SUVs with new hybrid vehicles. All but three of the replaced SUVs have been, or will be, sold. These last three SUVs are being retained and reallocated to new driver licensing locations.

ICBC is excited to be collaborating with BC Hydro to host electric vehicle charging stations in support of the Province's Zero-Emission Vehicles Act.



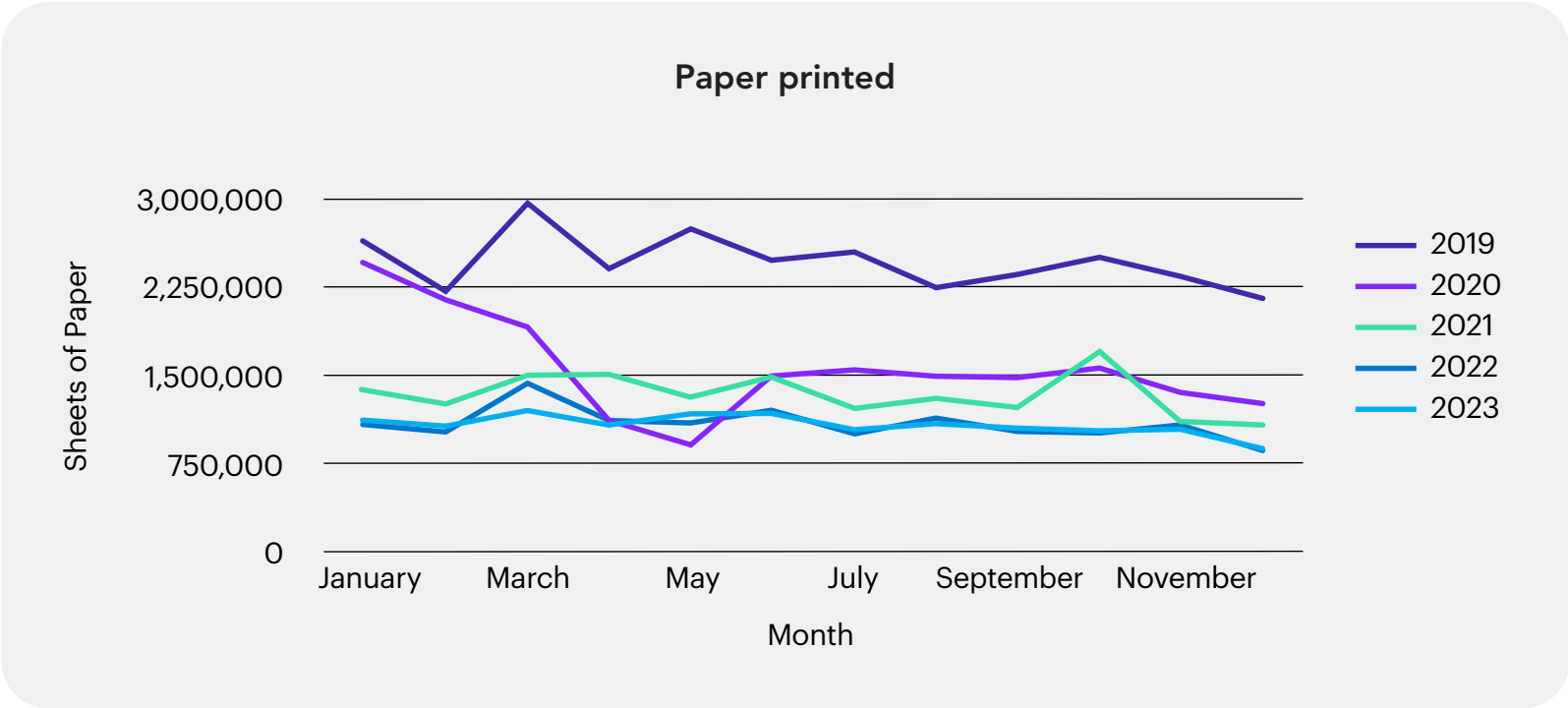
C. Paper consumption

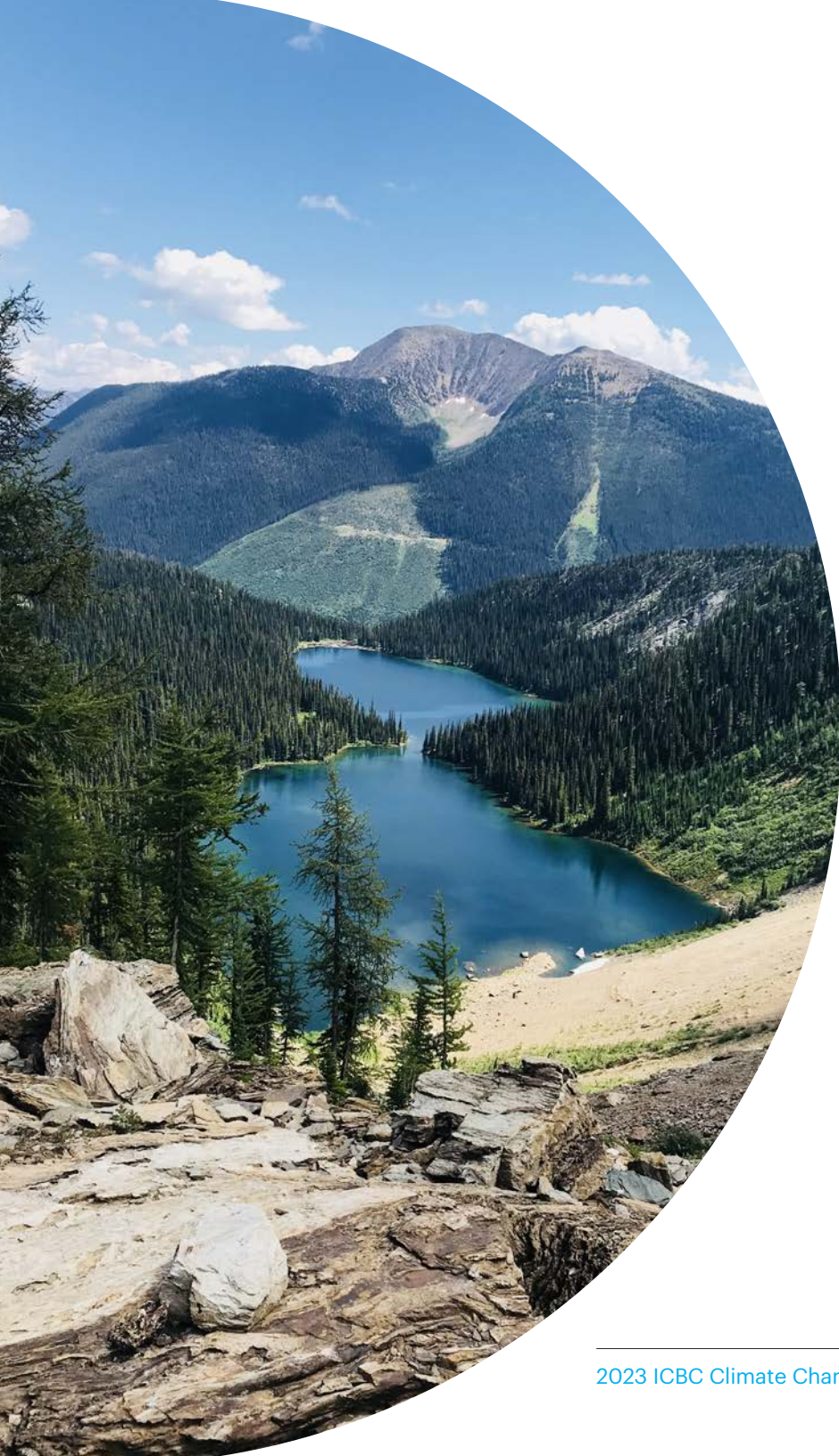
Actions taken in 2023 to lower paper emissions:

- A company-wide *No Print November* campaign challenged employees to refrain from printing, to order recycled content paper, and to order just enough paper, just in time.
- Planning work was undertaken to streamline the printer fleet, collaborating with employees to optimize printer location and usage.

As a result of these efforts, our paper consumption in 2023 decreased by 6% compared to our 2022 numbers and 16% compared to our 2010 baseline.

Looking ahead to 2024 and beyond, with the implementation of an optimized printer fleet and print release functionality across the fleet, we anticipate further reductions in printing and paper usage in line with our environmental and sustainability goals. We are also continuing to work towards giving customers more digital options to interact with us to reduce printing and mailing of paper forms.





PART 2. Public sector climate leadership

2A. Climate risk management

Climate risk is assessed and managed as part of ICBC's enterprise risk management framework, business continuity planning, and environmental management system.

Progress on all key objectives of the environmental program, including targets set by BC Hydro as part of its Energy Management program, are reviewed by the Environment, Health & Safety Committee. The Committee's purpose is to provide governance over the implementation and effectiveness of the corporation's policies and programs relating to safety, security, the environment, and business continuity. Following each quarterly meeting, the Committee reports its progress to the Board's Human Resources and Compensation Committee.

2B. Other sustainability initiatives

ICBC continues to support windshield repair programs, re-use of salvaged parts, and recycling of license plates.

- In 2023, 25.5% of all windshield claims — 59,658 windshields — were repaired instead of replaced, keeping those windshields out of landfills and preventing the release of 337 tCO₂e. As well as getting our customers back into their vehicles quicker and for less cost than if their windshield were replaced, windshield repairs minimize waste and are better for the environment.
- ICBC continues to encourage the use of recycled parts by maintaining an auto parts locator. In 2023 we expanded the area that recyclers can draw from, now including the opportunity to get parts from other provinces and nearby US states. This allows repair facilities to draw from a larger selection and purchase more recycled parts, reducing the need to purchase and ship new parts.
- In 2023, 117,548 kg of decommissioned license plates were recycled, preventing the release of 168 tCO₂e. Recycling the metal plates keeps them out of landfills, reducing the chance that discarded plates contaminate water tables and/or soil.



Mail Services

ICBC's Mail Services is re-using broker boxes to ship stamps from our broker locations, saving 1,800 large Tyvek envelopes and ~\$3,200, making the practice both fiscally and environmentally responsible. Mail Services has also taken on warehousing and shipping of ICBC Store merchandise. Previously, the supplier was sending items to people's homes or offices, charging for each delivery. With Mail Services taking this on, buyers save on cost and transportation emissions are reduced.

User-based insurance

In 2023, ICBC expanded its distance-based discounts for British Columbians who drive less than 10,000 km/year. Those customers are now eligible to receive a discount of up to 15% off their Optional insurance, building on our existing 10% distance-based discount for customers who drive less than 5,000km/year. Now, more than 50% of eligible ICBC policyholders are providing their odometer readings either online or through their broker. As we continue to explore more usage-based insurance options, we encourage drivers to submit their odometer readings when they purchase or renew their policy.

Online insurance renewals

In March 2022, ICBC began offering a new online insurance renewal process and we have seen a 6%-increase in online renewals in 2023. We had 172,443 online transactions in that year, preventing the printing of up to 513,127 pieces of paper and 7 tCO₂e from being emitted.

Social impact procurement

ICBC is examining how, by enhancing our procurement practices, we might support under-represented communities and help the environment.

Ways of Working

In 2023, we continued our flexible work model which provides approximately 85% of our employees who want to and whose work allows, the opportunity to work from home more than 60% of the time. This flexible work model helps to reduce GHG emissions as workers travel less to and from the office.

In 2024, we are transitioning ICBC's Green Team to an Environmental Employee Resource Group which will raise the profile of the activities that staff are undertaking to promote environmental sustainability and provide for more professional development opportunities.



2C. Success stories

We recently reviewed our practice of distributing paper to our broker partners. While we previously shipped paper with particular specifications to broker offices around the province, changes were made effective January 1, 2024. Brokers now supply their own paper and are compensated for the cost based on their office's estimated paper consumption for ICBC business.

This change significantly reduces our environmental impact. Brokers are now able to order all their stationary locally, which means we no longer ship an estimated 64.7 million pieces of paper around the province every year — the equivalent of about 323 tonnes of paper. Through this initiative, we expect to save \$20,560 in carbon tax credits annually and reduce our carbon footprint.

2023 GHG Emissions and Offsets summary table:

ICBC 2023 GHG Emissions and Offsets Summary	
GHG emissions for the period January 1 – December 31, 2023	
Total BioCO ₂	9
Total Emissions (tCO ₂ e)	14,174
Total Offsets (tCO ₂ e)	14,165
Adjustments to Offset Required GHG Emissions Reported in Prior Years	
Total Offsets Adjustment (tCO ₂ e)	-128
Grand Total Offsets for the 2023 Reporting Year	
Grand Total Offsets to be Retired for 2023 Reporting Year (tCO ₂ e)	14,037
Offset Investment (\$)	\$350,925

Retirement of Offsets

In accordance with the requirements of the *Climate Change Accountability Act* and *Carbon Neutral Government Regulation*, ICBC (**the Organization**) is responsible for arranging for the retirement of the offsets obligation reported above for the 2023 calendar year, together with any adjustments reported for past calendar years (if applicable). The Organization hereby agrees that, in exchange for the Ministry of Environment and Climate Change Strategy (**the Ministry**) 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

Jaci Edgeworth
VP People, Culture & Sustainability

May 31, 2024

2023 PSO Climate Change Accountability Report

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