



2024

ICBC Climate Change Accountability Report





Land acknowledgement

This report was primarily written at the ICBC Head Office in North Vancouver which is located on the unceded traditional ancestral territories of the **Sk̓wx̓wú7mesh Úxwumixw** (Squamish Nation) near the village of **Eslhá7an**. This report was edited within the territories of the **xʷməθkʷəy̓əm** (Musqueam Indian Band) and **səlílwətaʔt** (Tsleil-Waututh First Nation).

This image was taken on Sk̓wx̓wú7mesh Úxwumixw (Squamish Nation), xʷməθkʷəy̓əm (Musqueam Indian Band) and səlílwətaʔt (Tsleil-Waututh First Nation) lands in Lynn Valley.

CEO's message

At ICBC, we have an impact on the lives of people across British Columbia. From the 56,000 new drivers we license every year to the 936 ICBC-certified repair shops around the province, our purpose is to support everyone in B.C. If you're recovering from a crash, we're here to help you get the care and benefits you need.

After 19 years with ICBC, I'm continuously inspired by the passion and energy in all areas of our company. Environmental sustainability is no exception as our support for people in British Columbia extends to our obligation to be kind to our planet. Thanks to the dedication and commitment of everyone in the organization, we've made progress on our sustainability journey. I am truly excited for what the future holds.

The transportation sector continues to be B.C.'s largest source of greenhouse gas (GHG) emissions. With a growth in population expected, more vehicles on our roadways will mean even more GHG emissions. There is tremendous opportunity for us, as the provincial insurer, to support sustainable mobility. We also remain deeply committed to being as efficient and sustainable as possible in our own operations and buildings.

Finally, I would like to express my gratitude and privilege for us to live and work on the traditional and ancestral homelands, both unceded and treated, of Indigenous Peoples and Nations across British Columbia each with their own unique traditions, histories and cultures. The images in this report — most taken by ICBC employees — showcase the diversity of the lands across the province. I share the wonder of those who captured these breathtaking photographs. A special thanks to Ashika Eldhose, Heather Murray, John Barr, Cassandra Yeo, Bahare Poleshuk, Brittany Thompson, Jeff Enns, Josh Holbek, Kelly Alexander, and Desmond McMahon for providing the photographs included in this report.

Thank you,

Jason McDaniel
President & CEO (Interim)



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President & CEO
(Interim)

Overview of 2024 greenhouse gas emissions

	2023 GHG emissions Tonnes of carbon dioxide equivalents (tCO ₂ e)	Reduction to date (2024 compared to 2010)
Buildings: Natural gas	1580	49.8%
Buildings: BC Electricity	84.4	
Paper	110	81%
Fleet	251	75%
Total	2025	59%

Declaration statement:

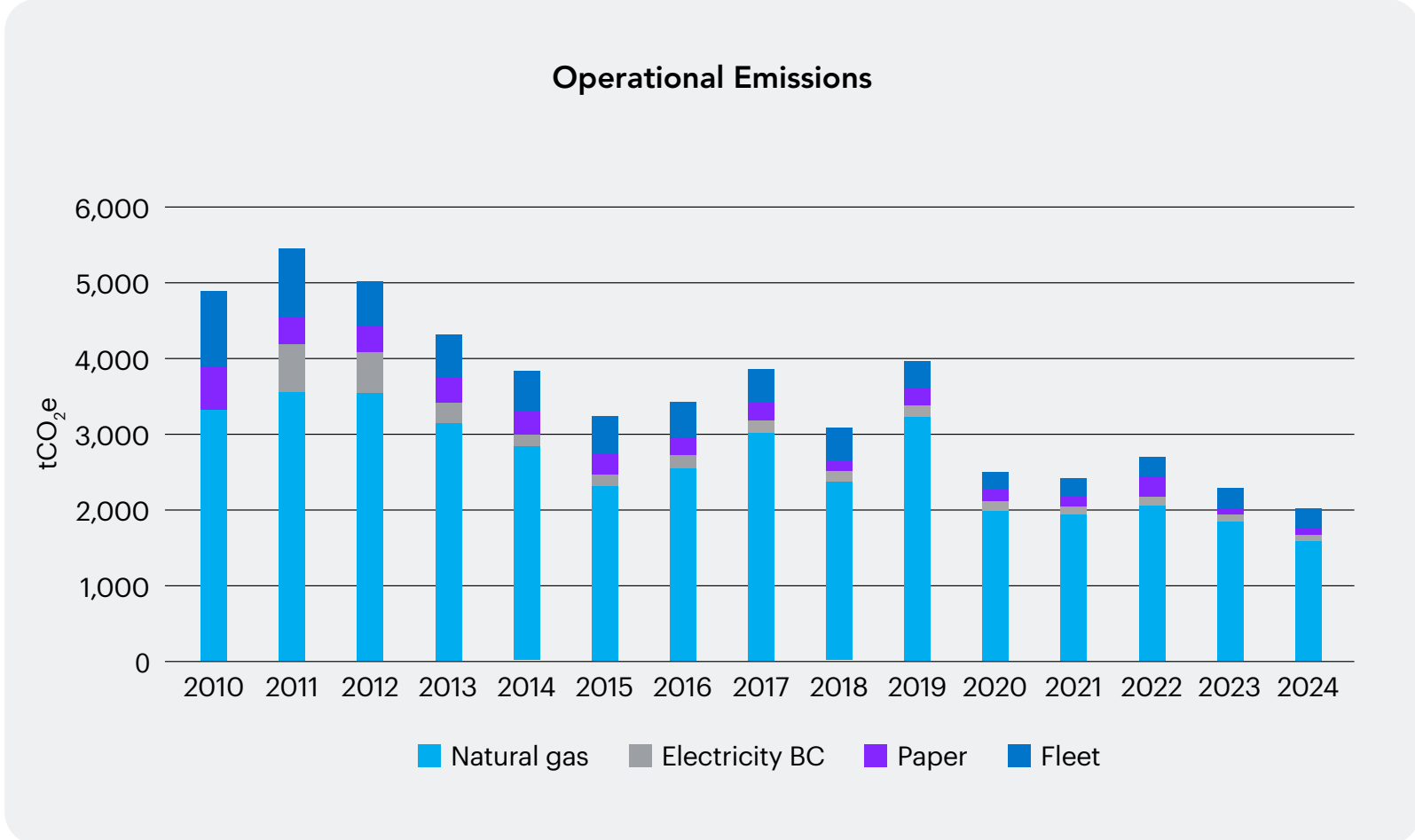
This PSO Climate Change Accountability Report for the period January 1, 2024 to December 31, 2024 summarizes our greenhouse gas (GHG) emissions profile, the total offsets to reach net-zero emissions, the actions we have taken in 2024 to minimize our GHG emissions, and our plans to continue reducing emissions in 2025 and beyond.

This image was taken on K'ómoks First Nation lands on Mount Washington.



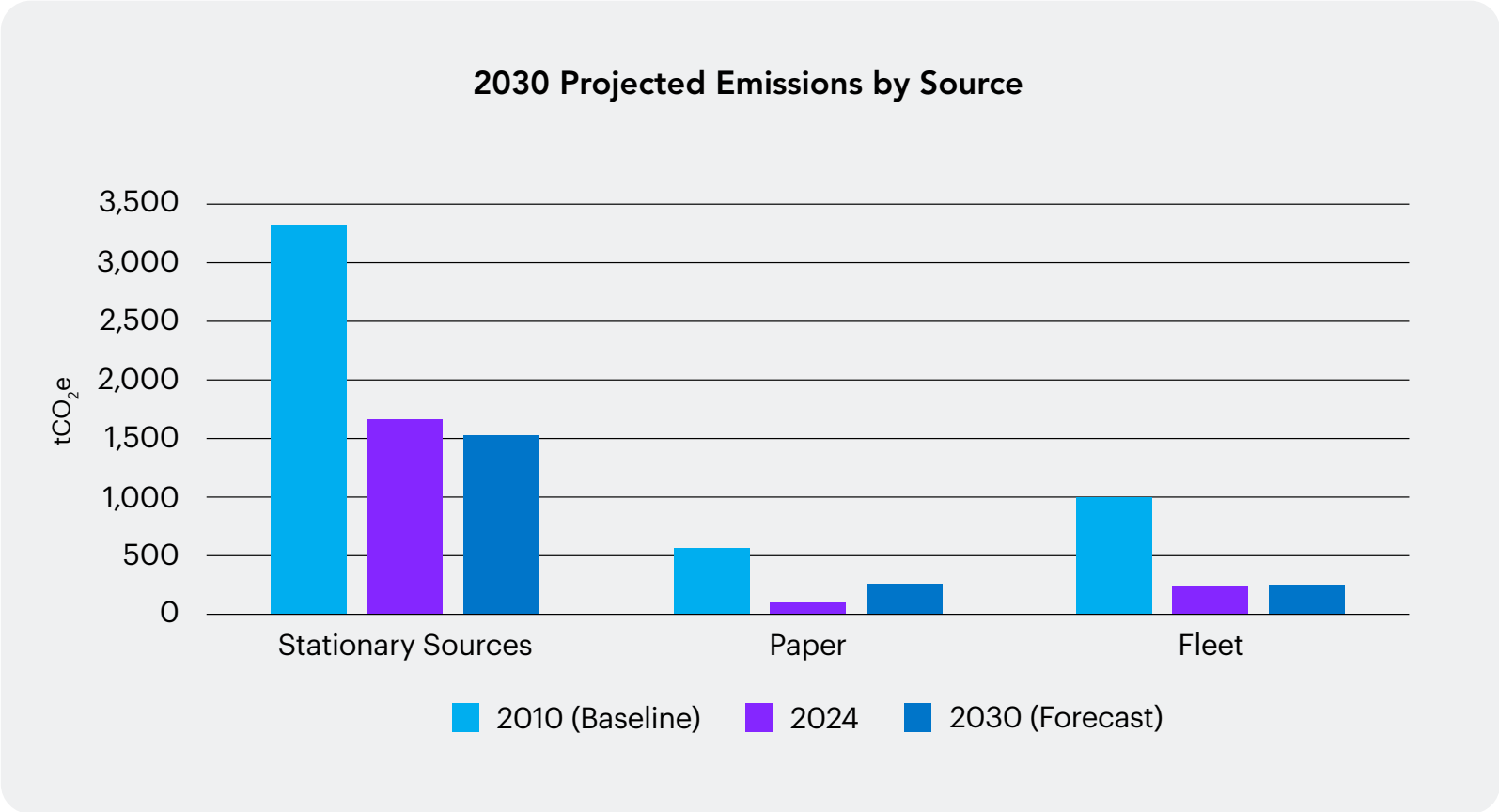
“This photo was taken on a spectacular Bluebird powder day of the snow ghost (trees).”
— John Barr

Operational Emissions



Note: In 2024, the Climate Action Secretariat selected ICBC's 2023 report for independent review and verification. The independent auditor identified that ICBC was reporting on more sources of emissions than necessary. This report reflects the adjusted scope for all years.

2030 Targets



ICBC’s sustainability goals align with and go beyond current CleanBC targets. By 2030, we aspire to decrease our building emissions by 50 per cent, our fleet emissions by 77 per cent and our paper emissions by 47 per cent. The graph above depicts our journey so far, and where we expect to be in 2030. The following sections highlight our key actions during 2024 and plans.

“This was on the first day of fall. It was a gloomy, rainy day that was quiet, allowing us to connect with nature more easily.”

— Cassandra Yeo



Emission reductions: Actions & plans

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

Over the last five years, ICBC’s facilities footprint has changed. This is due to the advent of hybrid work, opportunities to reduce space, and solutions to meet the growing demands for in person driver-licensing services. During this period, while providing more space for road tests and counter services, ICBC was able to reduce its footprint by more than 95,000 square feet across 13 locations and implement energy-saving solutions in other locations. This momentum continued during 2024 with the following actions:

- Further reduction of our facilities footprint, while opening a new Guildford Driver Licensing office, West Kelowna Driver Licensing office and Guildford Boardwalk road testing facility. We also provided space to Vancouver Coastal Health to conduct a fall immunization campaign.
- Sale of our North Vancouver Head Office building and lease of a smaller, more sustainable new building, in a more central location. The Head Office relocation will reduce our facilities footprint by approximately 135,000 square feet in 2027.
- Lighting changes in 12 locations — we are already seeing the positive benefits of these changes, such as reductions in utility costs and reactive maintenance.
- Pilot project to replace windows at Kamloops Claim Centre for energy conservation.
- Upgrades of other building equipment and reuse of equipment from a decommissioned facility.

This image was taken on Lil'wat Nation and Státimc Tmicw (St'at'imc Nation) lands at Watersprite Lake.

2150 Keith Drive: our future Head Office

The relocation of ICBC's Head Office from its current North Vancouver location at 151 West Esplanade was first announced in September 2022. The decision to move was influenced by several factors, including the following:

- With our flexible work model, our Head Office has just 20–40 per cent occupancy on most days.
- More than 70 per cent of our Head Office employees commute from other Metro Vancouver municipalities to the North Shore.
- Our commitment to halving our building emissions by 2030 requires we shrink our facilities' footprint and prioritize sustainability features.

We then looked for employee feedback to identify factors of importance, and what the market could offer. This is how, in 2023, we identified 2150 Keith Drive, Vancouver, as our new location. In 2024, we signed the lease and chose an architectural firm to design a building that balances functionality, community and sustainability.

The building is being constructed to LEED Gold standards and incorporates sustainable features such as:

- mass timber construction,
- triple-glazed windows,
- a rainwater harvesting system, and
- achievement of Salmon Safe certification.



These images were taken on xʷməθkʷəyəm (Musqueam Indian Band), Sḵw̱x̱w̱7mesh Uxwumixw (Squamish Nation) and səlilwətaʔ (Tsleil-Waututh First Nation) lands.



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

Although ICBC had already achieved the CleanBC target of a 40-per cent reduction in fleet emissions, we achieved further reductions in 2024.

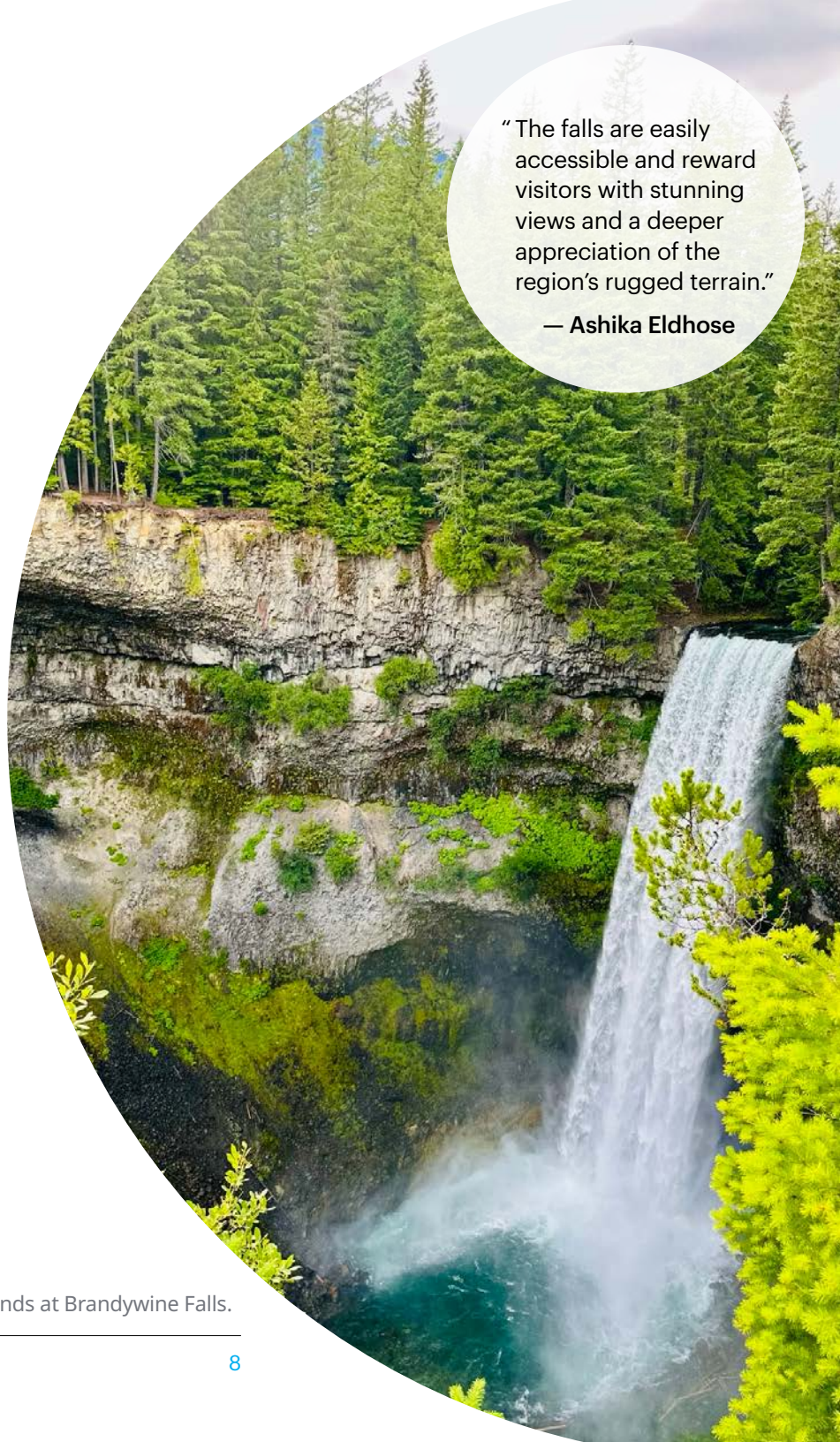
We decreased our fleet by three vehicles and replaced three conventional gasoline-powered vehicles with hybrid vehicles.

Paper consumption

In 2024, ICBC again ran the annual company-wide No Print November campaign to reduce the amount of printing, to promote purchasing paper with high recycled content, and to highlight digital alternatives.

Additionally, we completed the replacement and right-sizing of our printer fleet. Thanks to changes in business processes and printing behaviours over the past few years, we no longer require as many printers. We were able to reduce our total number of devices by approximately 30 per cent. We also successfully implemented the Print Release feature for all internal printers, which further reduces excess printing.


Looking beyond 2024, we are working towards providing customers with more digital options to access our services and reducing reliance on paper-based processes.



“The falls are easily accessible and reward visitors with stunning views and a deeper appreciation of the region’s rugged terrain.”

— Ashika Eldhose

This image was taken on Sk̓wx̓wu7mesh Uxwumixw (Squamish Nation) and Lil'wat Nations' lands at Brandywine Falls.



“There's a point where the difficulties of the climb fade away, and you're left with a sense of calm from nature's beauty.”

— Brittany Thompson

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.

Our climate risk level, along with progress on key environmental objectives, are reviewed by the Environment, Health & Safety Committee. The committee provides governance for the implementation and effectiveness of the corporation's policies and programs relating to the environment, health and safety, security and business continuity. Progress is also reported to the Human Resources and Compensation Committee of the Board.

This image was taken on sə́ilwətaʔ (Tsleil-Waututh First Nation) and Skwxwu7mesh Uxwumixw (Squamish Nation) lands on Dog Mountain.



Abbotsford Claims Charging Station

This image was taken on Semá:th (Sumas First Nation) and Mathxwí (Matsqui First Nation) lands at our Abbotsford Claims Centre.



Surrey Claims Charging Station

This image was taken on ǰícəý (Katzie) First Nation, Kwantlen First Nation, kwíkʷəłəm (Kwikwetlem First Nation) and Semiahmoo First Nations lands at our Surrey Claims Centre.

Additional sustainability initiatives

Playing a part in B.C.'s electric highway

ICBC collaborated with BC Hydro to host fast-charging hubs for electric vehicles at our Surrey, Courtenay and Abbotsford Claims Centres. By working with BC Hydro to build our fast-charging infrastructure, we hope to make it easier for people to make the switch to clean, quiet electric vehicles. This will also help British Columbians save money on fuel and reduce vehicle emissions.

Safer and sustainable mobility

During 2024, ICBC finalized its corporate strategy for the next five years, Moving Together 2031. Embedded in this new strategy is our commitment to playing a key part in the broader transportation ecosystem, supporting the safe and sustainable movement of people and goods across our province. We will be developing an integrated Safer and Sustainable Mobility Strategy to inform future investments and explore further usage-based insurance discounts that will contribute to safer roads and fewer kilometres driven.

Materiality assessment

In 2024, ICBC worked with a sustainability expert to conduct a materiality assessment. This assessment was conducted to:

- Gain a deeper understanding of sustainability-related opportunities across ICBC's value chain
- Pinpoint the areas of greatest impact and significance
- Validate that key environmental, social and governance (ESG) topics are appropriately incorporated into our strategy
- Learn about best practices for reporting

As a result of the assessment, a number of priorities became evident:


- Affordability and accessibility
- Vehicle emissions
- Financed emissions
- Indigenous outreach and relations
- Supply chain environmental and social impacts.

Our next steps involve the creation of detailed key performance indicators (KPIs) that will enable us to effectively measure and monitor our progress in these specific areas. By establishing these metrics, we can ensure that we are on the right track and build momentum towards achieving our goals.

“We were greeted by meteors dancing through the night.”

— Josh Holbek

This image was taken on Sk̓w̓x̓w̓7mesh Uxwumixw (Squamish Nation) and Lil'wat Nations' lands at Keith's Hut, Joffre Lake.



“I went during the Eagle Festival where you can witness the cycle of spawning salmon and feeding Eagles showing the circle of life.”

— Kelly Alexander

Waste reduction programs in the vehicle repair value chain

- In 2024, 28.7 per cent of all windshield claims — 65,237 windshields — were repaired instead of replaced, keeping those windshields out of landfills and preventing the release of 369 tCO₂e. This is up from last year's 25.5 per cent. Beyond being faster and cheaper, windshield repair minimizes waste compared to windshield replacement, and is better for the environment.
- ICBC continues to encourage the use of recycled parts by maintaining an auto parts locator. In 2024, ICBC sourced \$39.5 million (just under 100 000 physical pieces) from recycled parts providers. We saved \$34.5 million by using recycled parts instead of purchasing new parts for replacements. The use of recycled parts is increasing year-over-year and is not only good for the environment but also brings down the cost of repairs.

License plate recycling

- In 2024, 108,475 kg of decommissioned license plates were recycled, preventing the release of 155 tCO₂e. Recycling the metal plates keeps them out of landfills, and reduces the chance that discarded plates contaminate water tables and/or soil.

This image was taken on S'ólh Téméxw (Stó:lō Nation) land in Harrison Mills.

Success stories

Environment Employee Resource Group (ERG)

Part of addressing climate change is helping our employees and the communities we serve to adapt to climate change. We understand climate change accountability is not just about greenhouse gas numbers, but also about supporting communities that are more vulnerable and disproportionately impacted by climate change.

This is where our Employee Resource Groups (ERGs) come in. ICBC has nine ERGs, employee-driven communities that focus on creating community and safe spaces to advocate for changes that foster different facets of diversity, equity and inclusion. These ERGs connect people across the company and each group is sponsored by a member of ICBC's Executive Leadership Team to ensure support from the top for grassroot ideas.

In 2024 we transitioned our Green Team from a department-run team to an Employee Resource Group (ERG) sponsored by our Vice-President, Operations. The Environmental ERG ran two successful campaigns after its Earth Day launch:

- A World Cleanup Day contest planned around Earth Day saw 13 locations and more than 120 participants work together to clean up our communities by collecting 47 bags of trash, keeping them out of our local environments and away from vulnerable wildlife.
- The second campaign was a Winter Clothing Drive that ran from November to January. We had 16 locations participate and collected 111 bags and boxes of clothing that were donated to charities across B.C.



These images were taken at our North Vancouver Head Office located on Skwxwu7mesh Uxwumixw (Squamish Nation) territory near the village of Eslha7an.

2024 GHG Emissions and Offsets summary table:

ICBC 2024 GHG Emissions and Offsets Summary	
GHG emissions for the period January 1 – December 31, 2024	
Total BioCO ₂	14.6
Total Emissions: operations and investments (tCO ₂ e)	8,928
Total Offsets (tCO ₂ e)	8,913
Adjustments to Offset Required GHG Emissions Reported in Prior Years	
Total Offsets Adjustment (tCO ₂ e)	-1,119
Grand Total Offsets for the 2024 Reporting Year	
Grand Total Offsets to be Retired for 2024 Reporting Year (tCO ₂ e)	7,794
Offset Investment (\$)	\$194,850

Retirement of Offsets

In accordance with *Climate Change Accountability Act* requirements and the Carbon Neutral Government Regulation, ICBC (**the Organization**) is responsible for arranging for the retirement of the offsets obligation reported above for the 2024 calendar year, together with any adjustments reported for past calendar years (if applicable). The Organization hereby agrees that, in exchange for the Ministry of Energy and Climate Solutions (**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, 2025

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Head Office
151 West Esplanade
North Vancouver, BC
V7M 3H9

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